

Electronic Benefit Transfer (EBT) Project



Request for Proposal for EBT Services

Appendix E, Deliverable Specification

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OSI EBT RFP #XXXXX

<Month> 2015

California Health and Human Services Agency
Office of Systems Integration

PRE-SOLICITATION #16153

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California Electronic Benefit Transfer (EBT)

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1 Introduction

The State requires many deliverables under the California Electronic Benefit Transfer (EBT) Services Contract (Contract), and the Contractor is expected to provide and maintain those documents throughout the term of the Contract. To further assist the Contractor in understanding what information is to be provided in each document, this Deliverables Specification identifies each deliverable along with the process of creating and managing deliverables. To assist the Bidders in understanding what information is to be provided in each deliverable, the State has also prepared Data Item Descriptions (DIDs) for each deliverable.

Deliverables and the level of detail and quality expected by the State should not be underestimated. The California EBT Project serves two (2) important program sponsors: the California Department of Social Services (CDSS) and the California Department of Public Health (CDPH). These two (2) State departments expect the California EBT Project to be able to fully understand the workings of the EBT system and related EBT Services.

This Deliverable Specification is divided into five (5) sections:

1. **Introduction:** Describes this document.
2. **List of Deliverables:** Lists the deliverables required during Transition Services (for food and cash EBT), those deliverables required during Implementation Services (for the automation of Women, Infants and Children [eWIC] EBT), and those deliverables required during Ongoing Operations.
3. **General Deliverable Standards:** Provides requirements for deliverable preparation, style, and formatting.
4. **Deliverable Submission and Review Processes:** Provides the process used for Contractor submission of deliverables and deliverable updates for State review and approval.
5. **Data Item Descriptions:** Provides the content requirements for each deliverable.

2 List of Deliverables

This section presents the complete listing of deliverables, divided by project phase (Transition Services, Implementation Services, and Ongoing Operations).

2.1 Deliverable Versions

Each DID contains requirements for one or more deliverable versions. Examples of deliverables with multiple versions include:

- Project management documents are initially required for the food and cash EBT transition (**Transition Services**). Updated versions of these documents are

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required when eWIC EBT implementation begins (**add Implementation Services**). Updated versions are once again required following the completion of food and cash EBT transition (**Ongoing Operations**).

- Design documents and process documentation that cover both food and cash EBT and eWIC EBT are initially required for food and cash EBT only (**Food and Cash**). During eWIC EBT, new versions of these document are required to include Implementation Services (**add eWIC EBT**).
- Cardholder training materials are initially required in English only (**English**). Additional versions are required to include all required languages (**All Required Languages**).
- The deliverable number is comprised of the deliverable number (1 through 69), with the deliverable letter (A-J) referring to the deliverable submission.

2.2 Food and Cash EBT Transition Services Deliverables

The Contractor shall develop and provide the deliverables listed in Table 1, Food and Cash Transition Services Deliverables, during food and cash Transition Services.

Table 1, Food and Cash EBT Transition Services Deliverables

Deliverable #	Deliverable Title	Section
1.B	<i>Cardholder ARU Scripts (Food and Cash)</i>	5.1
1.D	<i>Retailer ARU Scripts (Food and Cash)</i>	5.1
1.F	<i>Outbound Credit Adjustment Call Script</i>	5.1
1.G	<i>Outbound Surcharge Call Script</i>	5.1
2.A	<i>ARU Recorded Prompts (Food and Cash)</i>	5.2
2.C	<i>Balance and Date Tool</i>	5.2
3.A	<i>Card Design Document (Food and Cash)</i>	5.3
4.A	<i>Configuration Management Plan (Food and Cash)</i>	5.4
5.A	<i>Continuity of Business Plan (Food and Cash)</i>	5.5
8.A	<i>County Change in Cash Access Plans</i>	5.8
9.A	<i>County Operations Manual</i>	5.9
10.A	<i>Customer Service Manual (Food and Cash)</i>	5.10
12.A	<i>Data Warehouse User's Guide (Food and Cash)</i>	5.12
13.A	<i>Database Conversion Plan (Draft)</i>	5.13
13.B	<i>Database Conversion Plan (Final)</i>	5.13

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Deliverable #	Deliverable Title	Section
14.A	<i>Deficiency Management Plan (Food and Cash)</i>	5.14
15.A	<i>Detailed System Design (Food and Cash)</i>	5.15
17.A	<i>Disaster Services Inventory Report</i>	5.17
18.A	<i>Disaster Services Plan</i>	5.18
19.A	<i>Document Update Schedule</i>	5.19
20.A	<i>Eligibility System Certification Test Plan</i>	5.20
22.A	<i>Error Corrections and Adjustments Manual (Food and Cash)</i>	5.22
27.B	<i>Food and Cash Federal Acceptance Test Plan/Scripts</i>	5.27
28.A	<i>Food and Cash Administrative User's Guide</i>	5.28
29.A	<i>Food and Cash Cardholder Training Posters Design Document (English)</i>	5.29
29.B	<i>Food and Cash Cardholder Training Posters Design Document (All Required Languages)</i>	5.29
30.A	<i>Food and Cash Interface Document</i>	5.30
31.A	<i>Fraud 80 User's Manual</i>	5.31
34.B	<i>Food and Cash EBT Interface Test Plan</i>	5.34
35.B	<i>Food and Cash Transition Services Master Test Plan</i>	5.35
37.A	<i>Network Certification Plan</i>	5.37
37.C	<i>Food and Cash Processor Interface Specification</i>	5.37
38.A	<i>Food and Cash Operational Readiness Review Checklist</i>	5.38
39.A	<i>Project Management Plan (Transition Services)</i>	5.39
40.A	<i>Quality Assurance Plan (Transition Services)</i>	5.40
42.A	<i>Reports Catalog (Food and Cash)</i>	5.42
43.A	<i>Requirements Specification (Food and Cash)</i>	5.43
44.A	<i>Third-Party Processor Agreement Package (Food and Cash)</i>	5.44
44.C	<i>Retailer Agreement Packages (Food and Cash)</i>	5.44
45.A	<i>Food and Cash Retailer Conversion Plan</i>	5.45
46.A	<i>Retailer Management Plan (Food and Cash)</i>	5.46

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Deliverable #	Deliverable Title	Section
47.A	<i>Risk Management Plan (Transition Services)</i>	5.47
48.A	<i>Settlement and Reconciliation Guide (Food and Cash)</i>	5.48
49.A	<i>Staff Management Plan (Transition Services)</i>	5.49
51.A	<i>Statewide Transition Services Plan</i>	5.51
52.A	<i>System Capacity Management Plan (Food and Cash)</i>	5.52
54.A	<i>System Security Plan (Food and Cash)</i>	5.54
55.B	<i>Food and Cash EBT System Test Plan</i>	5.55
57.B	<i>Food and Cash EBT Interface Test Scripts</i>	5.57
57.D	<i>Food and Cash EBT System Test Scripts</i>	5.57
57.F	<i>ARU Test Scripts (Food and Cash)</i>	5.57
58.A	<i>Ticket Management Application User's Guide</i>	5.58
61.A	<i>EBT Training Plan (Transition Services)</i>	5.61
62.B	<i>Food and Cash EBT Training Video Scripts</i>	5.62
62.D	<i>Food and Cash EBT Training Videos</i>	5.62
63.B	<i>Food and Cash EBT Interface Test Results</i>	5.63
63.C	<i>Food and Cash EBT System Test Results</i>	5.63
63.F	<i>Eligibility System Certification Test Results</i>	5.63
64.A	<i>Food and Cash Transition Services Workplan</i>	5.64
65.B	<i>Food and Cash EBT User Acceptance Test Plan</i>	5.65
66.B	<i>Food and Cash Administrative Application Design Document</i>	5.66
66.D	<i>Reports Application Design Document</i>	5.66
66.E	<i>Ticket Management Application Design Document</i>	5.66
66.F	<i>Cardholder Website Design Document (Food and Cash)</i>	5.66
66.H	<i>Retailer Website Design Document (Food and Cash)</i>	5.66
66.J	<i>Mobile Device Application Design Document (Food and Cash)</i>	5.66
69.A	<i>Transition Services Weekly Status Reports</i>	5.69

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2.3 eWIC EBT Implementation Services Deliverables

The Contractor shall develop and provide the deliverables listed in Table 2, eWIC Implementation Services Deliverables, during eWIC EBT Implementation Services.

Table 2, eWIC EBT Implementation Services Deliverables

Deliverable #	Deliverable Title	Section
1.C	<i>Cardholder ARU Scripts (add eWIC)</i>	5.1
1.E	<i>Retailer ARU Scripts (add eWIC)</i>	5.1
2.B	<i>ARU Recorded Prompts (add eWIC)</i>	5.2
3.B	<i>Card Design Document (add eWIC)</i>	5.3
4.B	<i>Configuration Management Plan (add eWIC)</i>	5.4
5.B	<i>Continuity of Business Plan (add eWIC)</i>	5.5
10.B	<i>Customer Service Manual (add eWIC)</i>	5.10
12.B	<i>Data Warehouse User's Guide (add eWIC)</i>	5.12
14.B	<i>Deficiency Management Plan (add eWIC)</i>	5.14
15.B	<i>Detailed System Design (add eWIC)</i>	5.15
22.B	<i>Error Corrections and Adjustments Manual (add eWIC)</i>	5.22
23.A	<i>eWIC EBT Administrative User's Guide</i>	5.23
24.A	<i>WIC Cardholder Training Materials Design Document (English)</i>	5.24
24.B	<i>WIC Cardholder Training Materials Design Document (All Required Languages)</i>	5.24
25.A	<i>eWIC EBT Operations Manual</i>	5.25
26.A	<i>eWIC MIS Certification Test Plan</i>	5.26
27.C	<i>eWIC Federal Acceptance Test Plan/Scripts</i>	5.27
33.A	<i>Integrated WIC Retailer Specifications Document</i>	5.33
34.C	<i>eWIC EBT Interface Test Plan</i>	5.34
35.C	<i>eWIC EBT Implementation Services Master Test Plan</i>	5.35
37.B	<i>Network and WIC Retailer Certification Plan</i>	5.37
37.D	<i>eWIC Processor Interface Specification</i>	5.37
38.B	<i>eWIC EBT Pilot Operational Readiness Review Checklist</i>	5.38

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Deliverable #	Deliverable Title	Section
38.C	<i>eWIC EBT Regional Implementation Operational Readiness Review Checklist</i>	5.38
39.B	<i>Project Management Plan (add Implementation Services)</i>	5.39
40.B	<i>Quality Assurance Plan (add Implementation Services)</i>	5.40
42.B	<i>Reports Catalog (add eWIC)</i>	5.42
43.B	<i>Requirements Specification (add eWIC)</i>	5.43
44.B	<i>Third-Party Processor Agreement Package (add eWIC)</i>	5.44
44.D	<i>Retailer Agreement Package (add eWIC)</i>	5.44
45.B	<i>eWIC EBT Retailer Conversion Plan</i>	5.45
45.C	<i>eWIC EBT Regional Retailer Enablement Plans</i>	5.45
46.B	<i>Retailer Management Plan (add eWIC)</i>	5.46
47.B	<i>Risk Management Plan (add Implementation Services)</i>	5.47
48.B	<i>Settlement and Reconciliation Guide (add eWIC)</i>	5.48
49.B	<i>Staff Management Plan (add Implementation Services)</i>	5.49
50.A	<i>Statewide Implementation Services Plan</i>	5.50
52.B	<i>System Capacity Management Plan (add eWIC)</i>	5.52
54.B	<i>System Security Plan (add eWIC)</i>	5.54
55.C	<i>eWIC EBT System Test Plan</i>	5.55
57.C	<i>eWIC EBT Interface Test Scripts</i>	5.57
57.E	<i>eWIC EBT System Test Scripts</i>	5.57
57.G	<i>ARU Test Scripts (add eWIC)</i>	5.57
61.B	<i>EBT Training Plan (add Implementation Services)</i>	5.61
62.C	<i>WIC Cardholder Training Video Scripts</i>	5.62
62.E	<i>WIC Cardholder Training Videos</i>	5.62
63.D	<i>eWIC EBT Interface Test Results</i>	5.63
63.E	<i>eWIC EBT System Test Results</i>	5.63
63.G	<i>eWIC MIS Certification Test Results</i>	5.63
64.B	<i>eWIC EBT Implementation Services Workplan</i>	5.64
65.C	<i>eWIC EBT User Acceptance Test Plan</i>	5.65

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Deliverable #	Deliverable Title	Section
66.C	<i>eWIC EBT Administrative Application Design Document</i>	5.66
66.G	<i>Cardholder Website Design Document (add eWIC)</i>	5.66
66.I	<i>Retailer Website Design Document (add eWIC)</i>	5.66
66.K	<i>Mobile Device Application Design Document (add eWIC)</i>	5.66
68.A	<i>WIC Card Acceptor Device Specification</i>	5.68
68.B	<i>WIC Card Acceptor Device User's Manual</i>	5.68
68.C	<i>WIC Card Acceptor Device Software</i>	5.68
69.B	<i>Implementation Services Weekly Status Reports</i>	5.69

2.4 Deliverables During Ongoing Operations

The Contractor shall develop and provide deliverables listed in Table 3, Ongoing Operations Deliverables, during Ongoing Operations in accordance with the Document Update Schedule.

Table 3, Ongoing Operations Deliverables

Deliverable #	Deliverable Title	Section
7.A	<i>County Cash Access Plans</i>	5.7
21.A	<i>End-of-Contract Changeover Plan</i>	5.21
35.D	<i>Ongoing Operations Master Test Plan (Food and Cash)</i>	5.35
35.E	<i>Ongoing Operations Master Test Plan (add eWIC)</i>	5.35
39.C	<i>Project Management Plan (Ongoing Operations)</i>	5.39
40.C	<i>Quality Assurance Plan (Ongoing Operations)</i>	5.40
41.B	<i>Food and Cash EBT Regression Test Scripts</i>	5.41
41.C	<i>eWIC EBT Regression Test Scripts</i>	5.41
43.C	<i>Requirements Specification (Ongoing Operations)</i>	5.43
47.C	<i>Risk Management Plan (Ongoing Operations)</i>	5.47
49.C	<i>Staff Management Plan (Ongoing Operations)</i>	5.49
61.C	<i>EBT Training Plan (Ongoing Operations)</i>	5.61

The Contractor shall provide updates to the deliverables listed in Table 4, Deliverables to Be Updated During Ongoing Operations. Specific update requirements for deliverables with a frequency of As Needed are specified in the DID.

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Table 4, Deliverables to Be Updated During Ongoing Operations

Deliverable #	Deliverable Title	Section	Frequency
1.C	<i>Cardholder ARU Scripts</i>	5.1	As Needed
1.E	<i>Retailer ARU Scripts</i>	5.1	As Needed
1.F	<i>Outbound Credit Adjustment Call Script</i>	5.1	As Needed
1.G	<i>Outbound Surcharge Call Script</i>	5.1	As Needed
2.B	<i>ARU Recorded Prompts</i>	5.2	As Needed
3.B	<i>Card Design Document</i>	5.3	As Needed
4.B	<i>Configuration Management Plan</i>	5.4	Yearly
5.B	<i>Continuity of Business Plan</i>	5.5	Yearly
7.A	<i>County Cash Access Plans</i>	5.7	Yearly
9.A	<i>County Operations Manual</i>	5.9	Yearly
10.B	<i>Customer Service Manual</i>	5.10	Yearly
12.B	<i>Data Warehouse User's Guide</i>	5.12	Yearly
14.B	<i>Deficiency Management Plan</i>	5.14	Yearly
15.B	<i>Detailed System Design</i>	5.15	Yearly
17.A	<i>Disaster Services Inventory Report</i>	5.17	As Needed
18.A	<i>Disaster Services Plan</i>	5.18	Yearly
19.A	<i>Document Update Schedule</i>	5.19	Quarterly
22.B	<i>Error Corrections and Adjustments Manual</i>	5.22	Yearly
23.A	<i>eWIC EBT Administrative User's Guide</i>	5.23	Yearly
25.A	<i>eWIC EBT Operations Manual</i>	5.25	Yearly
28.A	<i>Food and Cash Administrative User's Guide</i>	5.28	Yearly
30.A	<i>Food and Cash Interface Document</i>	5.30	As Needed
31.A	<i>Fraud 80 User's Manual</i>	5.31	Yearly
33.A	<i>Integrated WIC Retailer Specifications Document</i>	5.33	As Needed
35.E	<i>Ongoing Operations Master Test Plan</i>	5.35	Yearly
37.B	<i>Network and WIC Retailer Certification Plan</i>	5.37	Yearly

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Deliverable #	Deliverable Title	Section	Frequency
37.C	<i>Food and Cash Processor Interface Specification</i>	5.37	As Needed
37.D	<i>eWIC Processor Interface Specification</i>	5.37	As Needed
39.C	<i>Project Management Plan</i>	5.39	Yearly
39.D	<i>Contractor Escalation Chart</i>	5.39	As Needed
40.C	<i>Quality Assurance Plan</i>	5.40	Yearly
41.B	<i>Food and Cash EBT Regression Test Scripts</i>	5.41	As Needed
41.C	<i>eWIC EBT Regression Test Scripts</i>	5.41	As Needed
42.B	<i>Reports Catalog</i>	5.42	As Needed
43.C	<i>Requirements Specification</i>	5.43	Yearly
44.B	<i>Third-Party Processor Agreement Package</i>	5.44	As Needed
44.D	<i>Retailer Agreement Package</i>	5.44	As Needed
46.B	<i>Retailer Management Plan</i>	5.46	Yearly
47.C	<i>Risk Management Plan</i>	5.47	Yearly
48.B	<i>Settlement and Reconciliation Guide</i>	5.48	Yearly
49.C	<i>Staff Management Plan</i>	5.49	Yearly
52.B	<i>System Capacity Management Plan</i>	5.52	Yearly
54.B	<i>System Security Plan</i>	5.54	Yearly
57.G	<i>ARU Test Scripts</i>	5.57	As Needed
58.A	<i>Ticket Management Application User's Guide</i>	5.58	Yearly
61.C	<i>EBT Training Plan</i>	5.61	Yearly
66.G	<i>Cardholder Website Design Document</i>	5.66	As Needed
66.I	<i>Retailer Website Design Document</i>	5.66	As Needed
66.L	<i>Mobile Device Application Design Document</i>	5.66	As Needed

2.5 Other Deliverables

The Contractor shall provide the deliverable listed in Table 5, Other Deliverables, in accordance with requirements contained in the Statement of Work (Functional and Technical Requirements).

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Table 5, Other Deliverables

Deliverable #	Deliverable Title	Section
6.A	<i>Corrective Action Plan</i>	5.6
11.A	<i>Daily eWIC EBT Retailer Status Report</i>	5.11
16.A	<i>Disaster Services Inspection Report</i>	5.16
16.B	<i>Disaster Card Test Results</i>	5.16
32.A	<i>Incident Report</i>	5.32
36.A	<i>Monthly Status Report</i>	5.36
53.A	<i>System Capacity Test Results</i>	5.53
56.A	<i>Test Results Document</i>	5.56
59.A	<i>Third-Party Processor/Retailer Certification Test Results</i>	5.59
60.A	<i>Training Materials</i>	5.60
67.A	<i>Work Authorization Design Specification</i>	5.67

3 General Deliverable Standards

Unless stated otherwise in the DID, the requirements in this section apply to all deliverables. The State may waive specific requirements in this section for commercial manuals and material not developed specifically for California EBT.

3.1 Consistency and Quality

The following requirements apply to consistency and quality:

1. Contractor deliverables shall follow the guidelines in the OSI Writing Style Guide.
2. Contractor deliverables shall use terminology that is consistent with the RFP glossary, the executed Contract and Statement of Work, current EBT system documentation, and other Contractor deliverables.
3. The Contractor shall perform an internal review of each deliverable (and revision to each deliverable) prior to submission to the State to ensure that each deliverable is free of formatting and typographical errors. The Contractor needs to ensure a quality product is submitted to the State, which the State can approve as submitted.

3.2 Deliverable Expectation Document

A Deliverable Expectation Document (DED) enables the State to see what the Contractor proposes to include in the deliverable. The DED should reflect the planned content of all versions of a deliverable – even if the content will not be included in the initial version.

The following requirements apply to the submission of the DED for a deliverable:

1. Each DED shall include a cover/title page with the document title, version number, and date of delivery to the State.
2. Each DED shall contain a proposed outline of the deliverable.
3. The Contractor may include additional information about the proposed content of sections within the DED outline.

3.3 Deliverable Submission and Format

The following requirements apply to the submission and format of a deliverable:

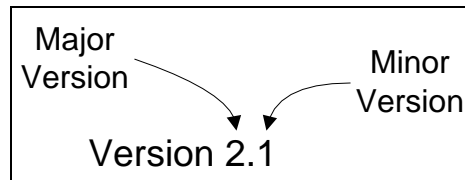
1. For each deliverable, the Contractor shall submit four (4) hardcopies and an electronic copy in Microsoft Word 2007 or later version (using the version of Microsoft Word that is compatible with the version used at the EBT Project Office).
2. Each deliverable shall include a cover/title page with the document title, version number, date, and Contractor name.
3. Each deliverable shall include a Table of Contents.
4. Each deliverable shall include a document history that shows each version and the date and reason for each revision.
5. Each deliverable shall include a list of related documentation.
6. Each deliverable shall include an introduction that includes the document's purpose, suggested audience, and listing of key terms.
7. Each deliverable shall include an executive summary that describes the purpose and scope of the deliverable.
8. Each deliverable shall include page headers that include the document title.
9. Each deliverable shall include page footers that include the page number, document version, and date.
10. Each deliverable shall include a list that defines all acronyms and abbreviations used in the deliverable.

3.4 Document Versioning

The following are requirements related to document versioning:

1. Each deliverable submitted to the State shall have a major and minor version number as shown in Figure 1, Version Numbering.

Figure 1, Version Numbering



2. The major version number of each deliverable submitted to the State shall be in accordance with the DID.
3. The initial version number of a DED shall be 0.1.
4. The initial submission of a deliverable with a new major version number shall have a minor version number of zero (0) (e.g., 1.0, 2.0, etc.).
5. The Contractor shall increment the minor version number for each formal submission of a deliverable to the State until the deliverable is accepted (e.g., 1.1, 1.2, etc.).

4 Deliverable Submission and Review Processes

Unless stated otherwise in the DID, the requirements in this section apply to all deliverables. The State may waive specific requirements in this section for commercial manuals and material not developed specifically for California EBT.

4.1 DED Submission and Review

The steps for DED submission and review include:

1. The State will reject a DED if the DED does not contain all content specified in the DID (including all versions) and/or contains significant formatting errors and/or typographical errors.
2. For DEDs, the State will provide comments and suggested edits electronically by using tracked changes within the Microsoft Word document.

4.2 Initial Deliverable Submission

1. The Contractor shall deliver major versions of each deliverable in accordance with the schedule specified in the Food and Cash Transition Services Workplan, eWIC EBT Implementation Services Workplan, and Document Update Schedule.

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2. The initial submission of each major version of each deliverable shall contain all of the content specified in the DID for that version.
3. The Contractor may submit an informal electronic copy of a deliverable for State review prior to the deliverable due date specified in the Food and Cash Transition Services Workplan, eWIC EBT Implementation Services Workplan, and/or Document Update Schedule.

4.3 State Deliverable Review

1. During food and cash Transition Services and eWIC EBT Implementation Services, the State will complete its review of each deliverable submitted in accordance with the schedule specified in the Food and Cash Transition Services Workplan and the eWIC EBT Implementation Services Workplan.
2. The State will have a minimum of fifteen (15) business days for review of Contractor deliverables.
3. The State will reject a deliverable submission if the deliverable does not contain all content specified in the DID, deviates significantly from the DED, and/or contains significant formatting errors and/or typographical errors.
4. For most deliverables, the State will provide comments and suggested edits electronically by marking up (with tracked changes) the Microsoft Word document.
5. For some deliverables, the State will provide written comments electronically or make written comments directly on a hardcopy of the deliverable.
6. Upon request from the State, Contractor resources shall attend joint State-Contractor deliverable review meetings.

4.4 Revised Deliverable Submission

1. During food and cash Transition Services and eWIC EBT Implementation Services, the Contractor shall submit deliverable revisions to the State in accordance with the schedule specified in the Food and Cash Transition Services Workplan and eWIC EBT Implementation Services Workplan.
2. The State will have a minimum of fifteen (15) business days for review of Contractor deliverables.
3. The Contractor may submit an informal electronic copy of a revised deliverable for State review prior to the deliverable due date specified in the Food and Cash Transition Services Workplan, eWIC EBT Implementation Services Workplan, and/or Document Update Schedule.
4. For each revised deliverable submitted to the State, the Contractor shall provide an electronic copy that shows the changes made to the deliverable.

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5. For each revised deliverable submitted to the State, the Contractor shall provide written responses to all State comments.

5 Data Item Descriptions

The following DIDs describe the content of EBT Contractor deliverables. Each DID specifies the following:

1. Deliverable Name – The title of the deliverable.
2. Deliverable Number – The number of the deliverable.
3. Description/Purpose – A brief description of the deliverable and its intended purpose.
4. Is a DED Required? – Identifies if a DED is required.
5. Content Requirements – Contains subsections that identify general content requirements (for all versions of the deliverable), content requirement of each deliverable version, and/or content requirements for a phase-specific deliverable.

Versions or submissions of a deliverable are listed in this section and are referenced as Deliverable 1.B, 40.C, etc. For example, Deliverable Number 1 is Automated Response Unit (ARU) Documentation. Within that, Deliverable 1.B is the Cardholder ARU Script (Food and Cash).

6. Preparation Instructions – Identifies the deliverable format.

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5.1 ARU Documentation

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Cardholder ARU Scripts (Food and Cash)</i> <i>Cardholder ARU Scripts (add eWIC)</i> <i>Retailer ARU Scripts (Food and Cash)</i> <i>Retailer ARU Scripts (add eWIC)</i> <i>Outbound Credit Adjustment Call Script</i> <i>Outbound Surcharge Call Script</i>	2. DELIVERABLE NUMBER 1
3. DESCRIPTION/PURPOSE The <i>ARU Documentation</i> describes the call flow and scripts used in the Cardholder ARU, Retailer ARU, outbound adjustment calls, and outbound surcharge calls. The <i>ARU Documentation</i> includes written prompts in all required languages and an index for the <i>ARU Recorded Prompts</i> .	
4. IS A DED REQUIRED? Yes, the Contractor shall deliver a DED that presents sample ARU scripts and recorded prompt index that includes all symbols and navigational notations that will be used in the <i>ARU Documentation</i> .	
5. CONTENT REQUIREMENT A. General Requirements <ol style="list-style-type: none">1. The <i>ARU Documentation</i> shall present all ARU prompts, including error messages, presented in a navigational format.2. The <i>ARU Documentation</i> shall include a recorded prompt index that identifies the recorded prompt files.3. The <i>ARU Documentation</i> shall include labels for all prompts that can be linked to the recorded prompt index. B. Cardholder ARU Scripts (Food and Cash) <ol style="list-style-type: none">1. <i>Cardholder ARU Scripts (Food and Cash)</i> shall present all cardholder ARU prompts for food and cash EBT only.2. <i>Cardholder ARU Scripts (Food and Cash)</i> shall present ARU prompts that are invoked during a food and cash transaction processing outage. C. Cardholder ARU Scripts (add eWIC) <ol style="list-style-type: none">1. <i>Cardholder ARU Scripts (add eWIC)</i> shall present all cardholder ARU prompts for food and cash EBT and eWIC EBT.	

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2. *Cardholder ARU Scripts (add eWIC)* shall present ARU prompts that are invoked during food and cash and eWIC EBT transaction processing outages.
3. The Contractor shall submit additional versions of *Cardholder ARU Scripts* for State approval prior to making any changes to the Cardholder ARU.

D. Retailer ARU Script (Food and Cash)

1. *Retailer ARU Script (Food and Cash)* shall present all Retailer ARU prompts for food and cash EBT only.
2. *Retailer ARU Script (add eWIC)* shall present ARU prompts that are invoked during a food and cash transaction processing outage.

E. Retailer ARU Script (add eWIC)

1. *Retailer ARU Script (add eWIC)* shall present all Retailer ARU prompts for food and cash EBT and eWIC EBT.
2. *Retailer ARU Script (add eWIC)* shall present ARU prompts that are invoked during food and cash and eWIC EBT transaction processing outages.
3. The Contractor shall submit additional versions of *Retailer ARU Scripts* for State approval prior to making any changes to the Retailer ARU.

F. Outbound Credit Adjustment Call Script

1. The *Outbound Credit Adjustment Call Script* shall present all outbound credit adjustment call prompts.
2. The Contractor shall submit additional versions of *Outbound Credit Adjustment Call Scripts* for State approval prior to making changes to the outbound credit adjustment call prompts or call flow.

G. Outbound Surcharge Call Script

1. The *Outbound Surcharge Call Script* shall present all outbound surcharge call prompts.
2. The Contractor shall submit additional versions of *Outbound Surcharge Call Scripts* for State approval prior to making changes to the outbound surcharge call prompts or call flow.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards. *ARU Documentation* only requires a cover page, call flow diagrams, and recorded prompt index. The Contractor shall deliver electronic copies of *ARU Documentation* in Microsoft Word, Microsoft Visio, or Adobe Reader format.

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5.2 ARU Recorded Prompts

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>ARU Recorded Prompts (Food and Cash)</i> <i>ARU Recorded Prompts (add eWIC)</i> <i>Balance and Date Tool</i>	2. DELIVERABLE NUMBER 2
3. DESCRIPTION/PURPOSE The <i>ARU Recorded Prompts</i> are delivered as electronic recordings used in the Cardholder and Retailer ARUs, and outbound adjustment and surcharge calls.	
4. IS A DED REQUIRED? Yes, the Contractor shall submit a sample audio file in the format that will be used to deliver <i>ARU Recorded Prompts</i> .	
5. CONTENT REQUIREMENT A. <i>ARU Recorded Prompts (Food and Cash)</i> 1. <i>ARU Recorded Prompts (Food and Cash)</i> shall include audio files for all prompts in all required languages provided in the: a) <i>Cardholder ARU Scripts (Food and Cash)</i> b) <i>Retailer ARU Scripts (Food and Cash)</i> c) <i>Outbound Credit Adjustment Call Script</i> d) <i>Outbound Surcharge Call Script</i> B. <i>ARU Recorded Prompts (add eWIC)</i> 1. <i>ARU Recorded Prompts (add eWIC)</i> shall include audio files for all required languages prompts provided in the: a) <i>Cardholder ARU Scripts (add eWIC)</i> b) <i>Retailer ARU Scripts (add eWIC)</i> 2. The Contractor shall submit additional versions of <i>ARU Recorded Prompts</i> for State approval when any changes are made to ARU Scripts. C. <i>Balance and Date Tool</i> 1. The Contractor shall provide the State with a <i>Balance and Date Tool</i> that allows users to listen to balances and dates in a language selected by the user by entering balance and date values.	
6. PREPARATION INSTRUCTIONS The Contractor shall deliver <i>ARU Recorded Prompts</i> in a format that is compatible with Microsoft Windows Media Player on Windows 7. The Contractor shall deliver a <i>Balance and Date Tool</i> that is compatible with Windows 7, 64-bit.	

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5.3 Card Design Document

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Card Design Document (Food and Cash)</i> <i>Card Design Document (add eWIC)</i>	2. DELIVERABLE NUMBER 3
3. DESCRIPTION/PURPOSE <p>The <i>Card Design Document</i> describes the following:</p> <ul style="list-style-type: none">• Food and Cash Card (also known as the Golden State Advantage Card).• Disaster Card.• Food and Cash Card carrier (for mailed cards).• Disaster Card carrier.• Food and cash Personal Identification Number (PIN) mailer.• Food and Cash Card sleeve.• WIC Card.• WIC Card sleeve. <p>The <i>Card Design Document</i> also describes the processes used to produce, manage, and distribute Food and Cash and WIC Cards.</p>	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. <i>Card Design Document (Food and Cash)</i> <ol style="list-style-type: none">1. The <i>Card Design Document (Food and Cash)</i> shall provide detailed descriptions of the Food and Cash Card , including technical card specifications, size, thickness, design element layout, magnetic stripe layout, coercivity, printing process, color descriptions, and compliance with the Quest[®] Operating Rules and applicable standards.2. The <i>Card Design Document (Food and Cash)</i> shall provide a detailed description of features on the front and back of the Food and Cash Card, including the content printed on the card.3. The <i>Card Design Document (Food and Cash)</i> shall provide a description of security features for the Food and Cash Card, such as the hologram, fine line printing, and other features.4. The <i>Card Design Document (Food and Cash)</i> shall provide a description of the content printed on the Food and Cash Card carrier for mailed cards.	

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5. The *Card Design Document (Food and Cash)* shall provide detailed descriptions of the card design and card carrier for the pre-printed Disaster Card, including:
 - a) A description of the features on the card front and reverse of the Disaster Card that is different from the regular Food and Cash Card.
 - b) A description of the Disaster Card carrier and envelope design.
 - c) A description of content printed on the Disaster Card carrier.
 - d) A description of how a unique PIN will be associated with each Disaster Card.
6. The *Card Design Document (Food and Cash)* shall provide a description of how cards will be versioned with each design change and each batch of card production.
7. The *Card Design Document (Food and Cash)* shall provide a description of the content printed on the food and cash PIN mailer.
8. The *Card Design Document (Food and Cash)* shall include images of the following:
 - a) Blank Food and Cash Card.
 - b) Printed Food and Cash Card.
 - c) Food and Cash Card carrier for mailed cards.
 - d) Envelope with an inserted Food and Cash Card carrier for mailed cards.
 - e) Pre-printed Disaster Card.
 - f) Disaster Card carrier.
 - g) Disaster Card envelope with an inserted card carrier.
 - h) Food and cash PIN mailer.
 - i) Food and Cash Card sleeve.
9. The *Card Design Document (Food and Cash)* shall describe the packaging of food and cash cardstock provided to the counties.
10. The *Card Design Document (Food and Cash)* shall provide a description process used by the counties to order and receive blank Food and Cash Card cardstock and sleeves.
11. The *Card Design Document (Food and Cash)* shall provide a description of the storage of blank Food and Cash Card cardstock.

B. Card Design Document (add eWIC)

1. The *Card Design Document (add eWIC)* shall provide updates to information and images provided in the *Card Design Document (Food and Cash)*.

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2. The *Card Design Document (add eWIC)* shall provide detailed descriptions of the WIC Card, including technical card specifications, size, thickness, design element layout, magnetic stripe layout, coercivity, printing process, color descriptions, and compliance with United States Department of Agriculture-Food and Nutrition Service (USDA-FNS) Operating Rules for WIC EBT and applicable standards.
3. The *Card Design Document (add eWIC)* shall provide a detailed description of features on the front and back of the WIC Card, including the content printed on the WIC Card.
4. The *Card Design Document (add eWIC)* shall provide a description of security features for the WIC Card.
5. The *Card Design Document (add eWIC)* shall include images of the following:
 - a) Blank WIC Card.
 - b) Pre-printed WIC Card.
 - c) WIC Card sleeve.
6. The *Card Design Document (add eWIC)* shall describe the packaging of blank WIC Cards and pre-printed WIC Cards provided to the WIC local agencies.
7. The *Card Design Document (add eWIC)* shall provide a description of the process used by the local agencies to order and receive blank WIC Cards, pre-printed WIC Cards, and sleeves.
8. The *Card Design Document (add eWIC)* shall provide a description of the storage of blank WIC Cards and pre-printed WIC Cards.
9. The Contractor shall submit additional versions of the *Card Design Document* for State approval prior to distributing Food and Cash or WIC Cards with any design changes.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

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5.4 Configuration Management Plan

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Configuration Management Plan (Food and Cash)</i> <i>Configuration Management Plan (add eWIC)</i>	2. DELIVERABLE NUMBER 4
3. DESCRIPTION/PURPOSE <p>The <i>Configuration Management Plan</i> describes the Contractor's processes for managing configuration items that are pertinent to the EBT system, including managing software modules, releases to the different system environments, documentation, work authorizations, and participation on the State EBT Change Control Board. The processes described in the <i>Configuration Management Plan</i> apply primarily to Ongoing Operations for food and cash EBT and eWIC EBT. Configuration management outside Ongoing Operations will be addressed in the <i>Food and Cash Transition Services Master Test Plan</i> and <i>eWIC EBT Implementation Services Master Test Plan</i>.</p>	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. <i>Configuration Management Plan (Food and Cash)</i> <ol style="list-style-type: none">1. The <i>Configuration Management Plan (Food and Cash)</i> shall describe the Contractor's processes for managing configuration items that are pertinent to the food and cash EBT subsystem, including managing:<ol style="list-style-type: none">a) Software modules.b) Releases to different system environments.c) Documentation.d) Work authorizations.e) Participation on the State EBT Change Control Board.2. The <i>Configuration Management Plan (Food and Cash)</i> shall describe the Contractor's overall configuration management approach.3. The <i>Configuration Management Plan (Food and Cash)</i> shall describe any standards used for the creation and execution of the Configuration Management Plan.4. The <i>Configuration Management Plan (Food and Cash)</i> shall describe the roles and responsibilities of participants in the configuration management process.5. The <i>Configuration Management Plan (Food and Cash)</i> shall describe the control of configuration items (e.g., software modules, hardware, and documentation),	

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including how baselines are established and versions are controlled.

6. The *Configuration Management Plan (Food and Cash)* shall describe how changes to the baseline configuration items will be requested, evaluated, approved or disapproved, and implemented.
7. The *Configuration Management Plan (Food and Cash)* shall describe how work authorizations will be managed, tested, and implemented into production.
8. The *Configuration Management Plan (Food and Cash)* shall describe the Contractor's release management process, including how individual change requests are controlled and incorporated into production releases. This includes the formal management and control of the build, release, and delivery of software products and documentation.

B. Configuration Management Plan (add eWIC)

1. The *Configuration Management Plan (add eWIC)* shall update information from the *Configuration Management Plan (Food and Cash)*.
2. The *Configuration Management Plan (add eWIC)* shall include all content required in the *Configuration Management Plan (Food and Cash)* for the entire EBT system, including the food and cash EBT and eWIC EBT subsystems.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.5 Continuity of Business Plan

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Continuity of Business Plan (Food and Cash)</i> <i>Continuity of Business Plan (add eWIC)</i>	2. DELIVERABLE NUMBER 5
3. DESCRIPTION/PURPOSE The <i>Continuity of Business Plan</i> describes the Contractor's continuity of business strategies and procedures including system redundancies and backup, disaster recovery, and other business continuity activities. The <i>Continuity of Business Plan</i> addresses business continuity for all components that comprises the EBT system, including the EBT host systems, retailer/financial institution infrastructure, ARU systems, customer service systems, cardholder and retailer websites, cardholder mobile device applications, and network connectivity.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	

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5. CONTENT REQUIREMENT

A. *Continuity of Business Plan (Food and Cash)*

1. The *Continuity of Business Plan (Food and Cash)* shall describe the Contractor's continuity of business strategies and procedures including system redundancies and backup, disaster recovery, and other business continuity activities.
2. The *Continuity of Business Plan (Food and Cash)* shall address business continuity for all components that comprise the food and cash EBT subsystem, including the food and cash EBT host system, retailer/financial institution infrastructure, ARU systems, customer service systems, cardholder and retailer websites, cardholder mobile device applications, and network connectivity.
3. The *Continuity of Business Plan (Food and Cash)* shall describe the roles and responsibilities of Contractor staff (local and corporate), subcontractor staff, as well as State and county staff.
4. The *Continuity of Business Plan (Food and Cash)* shall describe how security failures and risks are identified, evaluated, and resolved.
5. The *Continuity of Business Plan (Food and Cash)* shall describe the escalation processes and procedures including Contractor decision-making guidelines.
6. The *Continuity of Business Plan (Food and Cash)* shall describe internal and external communication processes depending on different severity levels.
7. The *Continuity of Business Plan (Food and Cash)* shall describe the Contractor's data center facilities, safeguards, and business continuity measures.
8. The *Continuity of Business Plan (Food and Cash)* shall describe system redundancy and safeguards for all components that comprise the EBT system including:
 - a) Retailer, financial, and network connectivity.
 - b) ARU and customer services systems/functions.
 - c) Card production site(s).
 - d) Any other Contractor system/facilities, including those of subcontractors/partners (e.g., EBT-only processor, gateway), that comprise the food and cash EBT subsystem.
9. Description of scenarios for full and partial failures and the Contractor's established plans for mitigating, detecting, and resolving such failures. Scenarios shall include:
 - a) Data center failures.
 - b) System failures.
 - c) ARU failures.

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- d) Customer service center failures.
- e) Card production failures.
- 10. The *Continuity of Business Plan (Food and Cash)* shall describe how the State, counties, retailers, and cardholders are notified in the event of full or partial failure of food and cash transaction processing.
- 11. The *Continuity of Business Plan (Food and Cash)* shall describe how the State and counties are notified in the event of full or partial failure of food and cash administrative functions.
- 12. The *Continuity of Business Plan (Food and Cash)* shall include a post-outage checklist.
- 13. The *Continuity of Business Plan (Food and Cash)* shall describe how the Contractor handles outages that require post-outage media releases.
- 14. The *Continuity of Business Plan (Food and Cash)* shall describe the process for failing over the EBT host system to the backup data center and the process for restoring EBT host system operations at the primary data center.
- 15. The *Continuity of Business Plan (Food and Cash)* shall describe how the Contractor will conduct mock continuity of business tests.

B. Continuity of Business Plan (add eWIC)

- 1. The *Continuity of Business Plan (add eWIC)* shall update information from the *Continuity of Business Plan (Food and Cash)*.
- 2. The *Continuity of Business Plan (add eWIC)* shall include all content required in the *Continuity of Business Plan (Food and Cash)* for the entire EBT system, including the food and cash EBT and eWIC EBT subsystems and eWIC EBT interface.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.6 Corrective Action Plan

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Corrective Action Plan</i>	2. DELIVERABLE NUMBER 6
3. DESCRIPTION/PURPOSE Each <i>Corrective Action Plan</i> describes the software, hardware, and/or process changes that the Contractor will make to prevent reoccurrence of an outage and/or deficiency (problem).	

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Office of Systems Integration (OSI)

California Electronic Benefit Transfer (EBT)

4. IS A DED REQUIRED?

No.

5. CONTENT REQUIREMENT

A. *Corrective Action Plan*

1. The *Corrective Action Plan* shall include a subject that identifies the deficiency title, ticket management system ticket number, and, when applicable, the date that the problem occurred.
2. The *Corrective Action Plan* shall include a description of the deficiency.
3. The *Corrective Action Plan* shall describe the root cause of the deficiency.
4. The *Corrective Action Plan* shall describe the steps that the Contractor will take, or has taken, to prevent reoccurrence of the deficiency.
5. For each step in the *Corrective Action Plan*, the Contractor shall identify the expected completion date or date completed.

6. PREPARATION INSTRUCTIONS

Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards. *Corrective Action Plans* only require a subject line and narrative. The Contractor shall deliver each *Corrective Action Plan* for Priority 1 deficiencies in the form of a letter to the State EBT Project Director and provide at a minimum one (1) hardcopy and one (1) softcopy in either Microsoft Word or Adobe Reader format. The Contractor shall deliver each *Corrective Action Plan* for deficiencies other than Priority 1 as a softcopy in either Microsoft Word or Adobe Reader format.

5.7 County Cash Access Plans

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME	2. DELIVERABLE NUMBER
<i>County Cash Access Plans</i>	7
3. DESCRIPTION/PURPOSE	
The <i>County Cash Access Plans</i> describe the EBT cash access that is available to recipients of cash assistance in each California county. The <i>County Cash Access Plan</i> for each county is submitted annually after transition and describes how the Contractor recruited new cash access locations, such as surcharge-free automated teller machine (ATM) and point-of-sale (POS) locations, and presents an analysis of how available access meets previously established standards of proximity, capacity, distribution, and alternatives. The <i>County Cash Access Plan</i> is used by the State, the respective county, and other stakeholders to identify cash access locations that are participating in California's EBT Program and to evaluate whether cash access is adequately provided.	

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4. IS A DED REQUIRED?

No. The *County Cash Access Plans* shall follow the same format as the *County Change in Cash Access Plans*.

5. CONTENT REQUIREMENT

A. *County Cash Access Plans*

1. *County Cash Access Plans* shall describe the cash EBT Program including rules and governing structures, the use of ATMs and POS locations, types of transactions (purchase, purchase with cash back, cash withdrawal), and the associated fees and surcharges.
2. *County Cash Access Plans* shall describe cash access recruitment including financial institution participation at the State and county level, retailer recruitment including FNS-authorized retailers and non-FNS retailers, including check cashers.
3. *County Cash Access Plans* shall describe cash access needs including the role of the cash benefit issuance stagger, proximity of cash availability, and capacity.
4. *County Cash Access Plans* shall describe calculations used, assumptions, and examples of those calculations in determining capacity.
5. *County Cash Access Plans* shall describe the distribution of cash access in the county.
6. If 100 percent (100%) of cash access for a specific location cannot be provided, *County Cash Access Plans* shall describe alternatives for cash access or require deployment of additional EBT-only POS devices.
7. If 30 percent (30%) surcharge-free cash access locations and five percent (5%) surcharge-free ATMs cannot be met in a county, *County Cash Access Plans* shall describe how the Contractor will provide additional required surcharge-free cash access.
8. *County Cash Access Plans* shall identify underserved ZIP codes and alternatives to meet cash access needs in those ZIP codes, an overview of maps that illustrate cash access and reports that present details on cash access by ZIP code, and a summary of all cash access findings for that county.
9. *County Cash Access Plans* shall provide supporting appendices that provide the following:
 - a) A matrix by ZIP code that includes locale name, caseload, monthly cash needed, daily cash needed, and daily available cash. The daily available cash should identify the amount and number of locations provided by surcharge-free ATMs, ATMs with surcharges, surcharge-free POS devices, and POS devices with a surcharge, as well as a total of daily cash access available. The matrix shall also include the total percentage

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of cash access met and the percentage that is met by surcharge-free locations.

- b) A series of matrices by ZIP code that identify by device type (ATM or POS), the name and address of locations that provide cash access and the daily amount, applicable surcharges, withdrawal limits, and enrollment status at that location.
- c) A series of maps by ZIP code that identify surcharge and surcharge-free ATM and POS cash access locations.
- d) A matrix identifying county caseload data by ZIP code and cash assistance program used in developing the cash access matrices.
- e) A listing of participating surcharge-free ATM financial institutions.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.8 County Change in Cash Access Plans

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>County Change in Cash Access Plans</i>	2. DELIVERABLE NUMBER 8
3. DESCRIPTION/PURPOSE <p>The <i>County Change in Cash Access Plans</i> describe EBT cash access that is available to recipients of cash assistance in California counties and any difference or change in cash access as a result of the transition from one EBT contractor to another. The <i>County Change in Cash Access Plan</i> for each county describes how the Contractor has recruited cash access locations such as ATMs and POS locations and presents an analysis of how the available access meets standards of proximity, capacity, distribution, and alternatives as established by the State. The <i>County Change in Cash Access Plan</i> for each county includes a comprehensive review of any changes in cash access, such as the impact of locations that are no longer participating in cash EBT, newly FNS-enrolled locations, and locations that have changed their surcharge policies. The <i>County Change in Cash Access Plans</i> are used by State, county and other stakeholders to identify the extent of any change in cash access</p>	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. <i>County Change in Cash Access Plans</i> 1. <i>County Change in Cash Access Plans</i> shall describe the cash EBT Program	

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including rules and governing structures, the use of ATMs and POS locations, types of transactions (purchase, purchase with cash back, cash withdrawal), and the associated fees and surcharges.

2. *County Change in Cash Access Plans* shall describe cash access recruitment, including financial institution participation at the State and county level; retailer recruitment, including FNS-authorized retailers; and non-FNS retailers, including check cashers.
3. *County Change in Cash Access Plans* shall describe cash access needs including the role of the cash benefit issuance stagger, proximity of cash availability, and capacity.
4. *County Change in Cash Access Plans* shall describe calculations used, assumptions, and examples of those calculations in determining capacity.
5. *County Change in Cash Access Plans* shall describe the distribution of cash access in the county.
6. If 100 percent (100%) of cash access for a specific location cannot be provided, the *County Change in Cash Access Plans* shall describe alternatives for cash access or require deployment of additional EBT-only POS devices.
7. The *County Change in Cash Access Plans* shall describe how the Contractor will provide additional required surcharge-free cash access.
8. *County Change in Cash Access Plans* shall identify underserved Zone Improvement Plan (ZIP) codes and alternatives to meet cash access needs in those ZIP codes, and include an overview of maps that illustrate cash access and reports that present details on cash access by ZIP code and a summary of all cash access findings for that county.
9. *County Change in Cash Access Plans* shall describe the change in cash access in a given county as it relates to locations, surcharge versus surcharge-free locations, and overall availability of cash in the county.
10. *County Change in Cash Access Plans* shall provide supporting appendices that provide the following:
 - a) A matrix by ZIP code that includes locale name, caseload, monthly cash needed, daily cash needed, and daily available cash. The daily available cash should identify the amount and number of locations provided by surcharge-free ATMs, ATMs with surcharges, surcharge-free POS devices, and POS devices with a surcharge, as well as a total of daily cash access available. The matrix shall also include the total percentage of cash access met and the percentage that is met by surcharge-free locations.
 - b) A series of matrices by ZIP code that identify by device type (ATM or POS), the name and address of locations that provide cash access and the daily amount, applicable surcharges, withdrawal limits, and enrollment

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status at that location.

- c) A series of maps by ZIP code that identify surcharge and surcharge-free ATM and POS cash access locations.
- d) A matrix identifying county caseload data by ZIP code and cash assistance program used in developing the cash access matrices.
- e) A listing of participating surcharge-free ATM financial institutions.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.9 County Operations Manual

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>County Operations Manual</i>	2. DELIVERABLE NUMBER 9
3. DESCRIPTION/PURPOSE The <i>County Operations Manual</i> describes forms and templates and corresponding instructions used by the State and counties in conducting activities during the Ongoing Operations period of the contract, including ordering materials, adding or modifying user access to EBT systems, setting file transmission schedules, equipment maintenance and replacement, and other activities as deemed appropriate by the Contractor and the State. The format and content of the <i>County Operations Manual</i> are based on the State County Operations Manual Template.	
4. IS A DED REQUIRED? No.	
5. CONTENT REQUIREMENT A. <i>County Operations Manual</i> 1. The Contractor shall use the County Operations Manual Template to develop the <i>County Operations Manual</i> . 2. The Contractor shall complete all Contractor-provided information and new forms identified in the County Operations Manual Template.	
6. PREPARATION INSTRUCTIONS Refer to Deliverables Specification Section 3, General Deliverable Standards. The Contractor shall use the OSI's County Operations Manual Template to prepare the <i>County Operations Manual</i> .	

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5.10 Customer Service Manual

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Customer Service Manual (Food and Cash)</i> <i>Customer Service Manual (add eWIC)</i>	2. DELIVERABLE NUMBER 10
3. DESCRIPTION/PURPOSE <p>The <i>Customer Service Manual</i> describes call centers used to support calls transferred from the Cardholder and Retailer ARU and helpline calls from the State, counties, eligibility system consortia, eWIC Management Information System (MIS) contractor, and WIC local agencies. The <i>Customer Service Manual</i> describes the call center environments, services provided by the call centers, and tools and call handling procedures used by the customer service representatives (CSRs). The <i>Customer Service Manual</i> includes scripts used by the CSRs.</p>	
4. IS A DED REQUIRED? <p>Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards. The DED shall include a sample CSR script.</p>	
5. CONTENT REQUIREMENT A. <i>Customer Service Manual (Food and Cash)</i> <ol style="list-style-type: none">1. The <i>Customer Service Manual (Food and Cash)</i> shall provide an overview of EBT Services including the scope of the food and cash EBT subsystem, significant features incorporated into the EBT systems, service level requirements, and customer service hours.2. The <i>Customer Service Manual (Food and Cash)</i> shall describe the call center environment including:<ol style="list-style-type: none">a) Primary and backup call center locations.b) Call center security.c) CSR training.d) How CSRs access EBT data.e) How CSRs record required follow-up actions.f) How the call center handles unexpected increases in call volume from California EBT customers and/or customers from other programs serviced by the call center.3. The <i>Customer Service Manual (Food and Cash)</i> shall provide an overview of the Food and Cash Card including graphics of the card's front and back to enable CSRs to recognize the card when described to them over the telephone.	

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4. The *Customer Service Manual (Food and Cash)* shall describe the food and cash benefit stagger.
5. The *Customer Service Manual (Food and Cash)* shall describe Food and Cash Card and PIN issuance processes, card and PIN replacement options, the single-call PIN change feature within the ARU, and how to address situations where cardholders declare their Social Security number (SSN) is all zeros.
6. The *Customer Service Manual (Food and Cash)* shall describe how to verify a food and cash cardholder's identity, what to do if verification fails, and how to handle situations where the cardholder's SSN is all zeros.
7. The *Customer Service Manual (Food and Cash)* shall describe the types of possible food and cash EBT transactions at POS devices and ATMs and inform cardholders about transaction fees and possible surcharges.
8. The *Customer Service Manual (Food and Cash)* shall describe procedures for:
 - a) Connecting to language translation services.
 - b) Dealing with direct deposit questions.
 - c) Handling requests for monthly statements.
 - d) Providing cardholders with benefit availability information (i.e., California's stagger and Los Angeles County's exception).
 - e) Answering cardholder questions about benefit balance, pending benefits, local office addresses, moving and traveling, transaction history, ATM and retailer POS locations, and the number of cash withdrawals remaining without transaction fees.
 - f) Providing cardholder assistance regarding transaction disputes, lost/stolen/damaged cards, found cards, compromised personal information, and PIN issues.
 - g) Handling calls from State/federal officials and law enforcement personnel, as well as the media.
 - h) Handling calls from county caseworkers relative to problems with administrative equipment, cardholder transaction problems, card cancellation, and others.
 - i) Handling retailer calls regarding manual vouchers, floor limits, and other issues.
9. The *Customer Service Manual (Food and Cash)* shall describe how the EBT system captures and records customer service calls.
10. The *Customer Service Manual (Food and Cash)* shall describe how the Contractor will support call monitoring.
11. The *Customer Service Manual (Food and Cash)* shall include quick reference

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information including food and cash transaction type codes, transaction error codes and descriptions, county options relative to card and PIN issuance/replacement, and participating ATM and retailer locations (including surcharge-free locations).

12. The *Customer Service Manual (Food and Cash)* shall include scripts used by CSRs to assist food and cash cardholders and retailers.

B. Customer Service Manual (add eWIC)

1. The *Customer Service Manual (add eWIC)* shall update information from the Customer Service Manual (Food and Cash).
2. The *Customer Service Manual (add eWIC)* shall provide updated procedures that include procedures for handling calls from WIC Cardholders and WIC-authorized retailers.
3. The *Customer Service Manual (add eWIC)* shall provide an overview of the WIC Card including graphics of the card's front and back to enable CSRs to recognize the card when described to them over the telephone.
4. The *Customer Service Manual (add eWIC)* shall describe the eWIC benefit issuance cycle.
5. The *Customer Service Manual (add eWIC)* shall describe the WIC Card and PIN issuance processes, card and PIN replacement options, and the single-call PIN change feature within the ARU. The *Customer Service Manual (add eWIC)* shall include updated procedures for food and cash EBT and eWIC EBT.
6. The *Customer Service Manual (add eWIC)* shall describe how to verify a WIC Cardholder's identity and what to do if verification fails.
7. The *Customer Service Manual (add eWIC)* shall describe the types of possible eWIC EBT transactions.
8. The *Customer Service Manual (add eWIC)* shall include quick reference information including eWIC transaction type codes and transaction error codes.
9. The *Customer Service Manual (add eWIC)* shall describe product not-to-exceed values and how retailers can access the approved product list (APL).
10. The *Customer Service Manual (add eWIC)* shall include scripts used by CSRs to assist WIC Cardholders and WIC-authorized retailers.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

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5.11 Daily eWIC EBT Retailer Status Reports

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Daily eWIC EBT Retailer Status Reports</i>	2. DELIVERABLE NUMBER 11
3. DESCRIPTION/PURPOSE <p><i>Daily eWIC EBT Retailer Status Reports</i> describe the Contractor's progress and upcoming scheduled contacts and activities involving WIC-authorized retailers and farmer vendors.</p> <p>Prior to delivery of the initial <i>Daily eWIC EBT Retailer Status Report</i>, the State will provide the Contractor with a list of WIC-authorized retailers that accept California WIC benefits. Prior to the start of eWIC EBT Pilot operations, the State will provide the Contractor with information about newly authorized and deauthorized WIC retailers. After the start of eWIC EBT Pilot operations, updates to the list of WIC-authorized retailers will be provided to the eWIC EBT host system by the eWIC MIS.</p>	
4. IS A DED REQUIRED? <p>Yes. The Contractor shall provide a sample layout of the <i>Daily eWIC EBT Retailer Status Report</i>.</p>	
5. CONTENT REQUIREMENT <p>A. <i>Daily eWIC EBT Retailer Status Report</i></p> <ol style="list-style-type: none">1. The Contractor shall deliver a <i>Daily eWIC EBT Retailer Status Report</i> by 10:00 a.m. Pacific Time each business day during eWIC EBT implementation.2. The <i>Daily eWIC EBT Retailer Status Report</i> shall list all WIC-authorized retailers that accept WIC benefits.3. The <i>Daily eWIC EBT Retailer Status Report</i> shall include the following data for each WIC-authorized retailer:<ol style="list-style-type: none">a) Date of last retailer update.b) WIC Vendor Number.c) FNS Number.d) Implementation Region (or Pilot).e) Retailer Name.f) Retailer Street Address.g) Retailer City.h) Retailer ZIP Code.i) Retailer Telephone Number.	

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- j) Corporation Name (or Independent).
 - k) WIC Vendor Type Code.
 - l) Equipment Type (EBT-only, Wireless, or Integrated).
 - m) Third-Party Processor (TPP) or Acquirer Name.
 - n) Retailer Status (pending, in-progress, EBT certified, installed, or operational).
 - o) Date of initial contact by the Contractor.
 - p) Scheduled or actual training date.
 - q) Scheduled or actual date for obtaining signed retailer agreement.
 - r) Scheduled or actual date for completing certification testing.
 - s) Scheduled or actual certification date (integrated retailers only).
 - t) Scheduled or actual equipment installation date (EBT-only and wireless retailers only).
 - u) WIC Retailer Technical Point of Contact Name.
 - v) WIC Retailer Technical Point of Contact Telephone Number.
 - w) Number and percentage of retailers by Implementation Region (or Pilot) by Retailer Status (as defined in “n” above).
4. The *Daily eWIC EBT Retailer Status Report* shall identify changes from the prior report.

6. PREPARATION INSTRUCTIONS

The Contractor shall deliver the *Daily eWIC EBT Retailer Status Report* as a Microsoft Excel file.

5.12 Data Warehouse User's Guide

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME	2. DELIVERABLE NUMBER
<i>Data Warehouse User's Guide (Food and Cash)</i> <i>Data Warehouse User's Guide (add eWIC)</i>	12
3. DESCRIPTION/PURPOSE	
The <i>Data Warehouse User's Guide</i> describes how to use the web-based data warehouse application and its predefined dashboard items and reports. The <i>Data Warehouse User's Guide</i> also identifies all data elements available in the data warehouse. The <i>Data Warehouse User's Guide</i> functions as a training tool for new users and a reference for experienced users.	

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4. IS A DED REQUIRED?

Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.

5. CONTENT REQUIREMENT

A. Data Warehouse User's Guide (Food and Cash)

1. The *Data Warehouse User's Guide (Food and Cash)* shall provide an overview of the data warehouse application, including, but not limited to:
 - a) System requirements.
 - b) Application features.
 - c) User security.
 - d) Data sources.
 - e) Data update schedule.
 - f) User Guide formatting standards.
2. The *Data Warehouse User's Guide (Food and Cash)* shall provide detailed instructions for all data warehouse end-user functions including, but not limited to:
 - a) Summary description of each data warehouse function.
 - b) Sample data warehouse web pages.
 - c) Description of navigation, fields, and field values.
 - d) Step-by-step instructions for creating and viewing data warehouse reports.
 - e) Step-by-step instructions for creating scheduled reports and alerts.
 - f) Step-by-step instructions for viewing data on a map.
 - g) Error and success messages.
 - h) Helpful hints.
3. The *Data Warehouse User's Guide (Food and Cash)* shall include a description of available standard dashboard graphics and reports.
4. The *Data Warehouse User's Guide (Food and Cash)* shall include a data dictionary that defines the data warehouse data structure and data elements.

B. Data Warehouse User's Guide (add eWIC)

1. The *Data Warehouse User's Guide (add eWIC)* shall update information from the *Data Warehouse User's Guide (Food and Cash)*.
2. The *Data Warehouse User's Guide (add eWIC)* shall include all content required in the *Data Warehouse User's Guide (Food and Cash)* for the entire EBT system, including the food and cash EBT and the eWIC EBT subsystems.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

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5.13 Database Conversion Plan

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Database Conversion Plan</i>	2. DELIVERABLE NUMBER 13
3. DESCRIPTION/PURPOSE The <i>Database Conversion Plan</i> describes the preparation for, delivery of, and confirmation of the successful conversion of food and cash EBT host system databases from the incumbent EBT contractor's EBT host system to the new Contractor's food and cash EBT host system. The <i>Database Conversion Plan</i> includes the step-by-step procedures for completion of cutover and data validation. The <i>Database Conversion Plan</i> also describes in detail the testing strategy, methodologies, and challenges involved in performing testing on data conversion. Note: there are no eWIC EBT database conversion activities or requirement for an eWIC EBT Database Conversion Plan.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. Database Conversion Plan (Draft) <ol style="list-style-type: none">1. The <i>Database Conversion Plan (Draft)</i> shall provide an overview of the activities and services that the Contractor will provide, the assumptions on which the Plan is based, and the roles and responsibilities for individuals and organizations involved in the database conversion effort.2. The <i>Database Conversion Plan (Draft)</i> shall list the supporting documents that will be used for reference during the preparation for and during the actual database conversion.3. The <i>Database Conversion Plan (Draft)</i> shall describe the conversion strategy including but not limited to:<ol style="list-style-type: none">a) Database conversion tasks.b) System components that will need to be converted.c) Current host system data extraction.d) File transmission between incumbent EBT contractor and Contractor host systems.e) Telecommunications requirements.f) Settlement and reconciliation during cutover.4. The <i>Database Conversion Plan (Draft)</i> shall describe the Contractor's database conversion team positions and the functions for which the team members are responsible.	

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5. The *Database Conversion Plan (Draft)* shall describe processes, facilities, schedules, tools, and interfaces that will be needed to facilitate completion of the database conversion effort as planned.
6. The *Database Conversion Plan (Draft)* shall describe the Contractor's approach for the development of programs that will read the incumbent EBT contractor's data extraction files and convert and load the converted data onto the new Contractor's EBT host system.
7. The *Database Conversion Plan (Draft)* shall describe activities necessary to load converted data into the Contractor's EBT host system, including but not limited to:
 - a) Cardholder demographic data.
 - b) Card and PIN data.
 - c) Benefit data.
 - d) Manual authorization data.
 - e) Correction request data.
 - f) Transaction history.
 - g) Card history.
 - h) Outbound calling "Do Not Call" lists.
8. The *Database Conversion Plan (Draft)* shall describe the testing and certification tasks and testing scenarios the Contractor will complete in preparation for database conversion including unit testing, mock conversion testing, and system testing with mock conversion data.
9. The *Database Conversion Plan (Draft)* shall describe the tasks with an accompanying schedule that will be used to convert the EBT production data from the incumbent EBT contractor's EBT host system to the Contractor's EBT host system including a discussion on non-Contractor tasks (i.e., incumbent EBT contractor, State) that must be completed during the EBT data transition process.
10. The *Database Conversion Plan (Draft)* shall provide a listing and definition of the initial set of management reports that will be provided by the Contractor's EBT system immediately following conversion. The information contained in these reports combined with the incumbent EBT contractor's system final reports will be used by the State to ensure the data conversion was accurate and complete.
11. The *Database Conversion Plan (Draft)* shall define the layout and contents of conversion files that will be created by the incumbent EBT contractor.

B. Database Conversion Plan (Final)

1. The *Database Conversion Plan (Final)* shall update the information contained in the *Database Conversion Plan (Draft)*.
2. The *Database Conversion Plan (Final)* shall describe the results of each mock

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conversion test, including the time required by the incumbent EBT contractor to generate conversion files and transmit them to the Contractor and the time required to load conversion files into the EBT host system.

3. The *Database Conversion Plan (Final)* shall provide an estimated hour-by-hour schedule for the actual cutover.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.14 Deficiency Management Plan

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Deficiency Management Plan (Food and Cash)</i> <i>Deficiency Management Plan (add eWIC)</i>	2. DELIVERABLE NUMBER 14
3. DESCRIPTION/PURPOSE The <i>Deficiency Management Plan</i> describes the Contractor's processes for managing issues and problems related to the EBT system and associated processes during Ongoing Operations.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. <i>Deficiency Management Plan (Food and Cash)</i> <ol style="list-style-type: none">1. The <i>Deficiency Management Plan (Food and Cash)</i> shall describe the Contractor's overall deficiency management approach during food and cash EBT Ongoing Operations.2. The <i>Deficiency Management Plan (Food and Cash)</i> shall describe any standards used for the creation and execution of the Deficiency Management Plan.3. The <i>Deficiency Management Plan (Food and Cash)</i> shall describe the roles and responsibilities of the participants in the deficiency management process.4. The <i>Deficiency Management Plan (Food and Cash)</i> shall describe the Contractor's deficiency management and communications processes and procedures including, but not limited to:<ol style="list-style-type: none">a) Processes and tools used for reporting problems and submitting questions to the Contractor.b) How the Contractor will analyze and address reported items.	

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- c) How the Contractor will track the status and resolution of reported items.
 - d) How the Contractor will communicate the status and resolution of reported items to the submitter and the State.
 - e) How corrective action plans will be developed to address more significant issues.
5. The *Deficiency Management Plan (Food and Cash)* shall describe the process by which the Contractor will communicate to the State system-related events (e.g., system outages, upcoming schedule system downtimes, and system changes that may have an impact on California), including, but not limited to:
- a) Description of system event priority levels.
 - b) Examples of what constitutes a critical system failure.
 - c) Analysis and evaluation process for critical system failures.
 - d) Notification process for critical system failures.
 - e) Examples of what constitutes a non-critical system event.
 - f) Analysis and evaluation process for non-critical system events.
 - g) Notification process for non-critical system events.
 - h) Examples of what constitutes operational problems/issues.
 - i) Analysis and evaluation process for operational problems/issues.
 - j) Notification process for operational problems/issues.
6. The *Deficiency Management Plan (Food and Cash)* shall describe how the Contractor's processes contained in this Plan interact with and complement corresponding State processes.

B. Deficiency Management Plan (add eWIC)

- 1. The *Deficiency Management Plan (add eWIC)* shall update information from the Deficiency Management Plan (Food and Cash).
- 2. The *Deficiency Management Plan (add eWIC)* shall include all content required in the *Deficiency Management Plan (add eWIC)* for the entire EBT system, including the food and cash EBT and eWIC EBT subsystems.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

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5.15 Detailed System Design

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Detailed System Design (Food and Cash)</i> <i>Detailed System Design (add eWIC)</i>	2. DELIVERABLE NUMBER 15
3. DESCRIPTION/PURPOSE The <i>Detailed System Design</i> provides a description of the Contractor and subcontractor systems that will be used to meet the EBT system requirements. The <i>Detailed System Design</i> shall include references to other deliverables as necessary to avoid duplication of information.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. <i>Detailed System Design (Food and Cash)</i> 1. The <i>Detailed System Design (Food and Cash)</i> shall identify and describe each food and cash EBT subsystem component, including components that will support both food and cash and eWIC EBT, including: <ul style="list-style-type: none">a) Hardware platform manufacturer and model (or model series).b) Geographic location of primary and backup hardware.c) Software operating system.d) Commercial software applications.e) Language or technology of custom software.f) Interfaces to other EBT system components. 2. The <i>Detailed System Design (Food and Cash)</i> shall include a map that indicates where the Contractor shall provide a map of the United States, indicating where the Contractor's primary, secondary (and tertiary if applicable) California EBT Services are geographically located, including but not limited to: <ul style="list-style-type: none">a) EBT Host Systems.b) System management facilities.c) Card production and storage facilities for food and cash and eWIC EBT.d) Disaster Card storage facilities.e) Mailing facilities for weekday and Saturday mailings.f) Call centers for cardholders and retailers.	

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- g) Cardholder and Retailer ARUs.
 - h) Wireless and EBT-only acquirers.
 - i) Equipment deployment/shipping locations.
- 3. The *Detailed System Design (Food and Cash)* shall describe each external food and cash EBT subsystem interface including identification of the interfacing component and data transport technology.
- 4. The *Detailed System Design (Food and Cash)* shall describe how each data element defined in the food and cash EBT subsystem requirements is stored and maintained, the identification of the component where the data is stored, and the data characteristics and constraints.
- 5. The *Detailed System Design (Food and Cash)* shall describe how each action and transaction defined in the food and cash EBT subsystem requirements is implemented, including the role of each component and related constraints.
- 6. The *Detailed System Design (Food and Cash)* shall describe how each process defined in the food and cash EBT subsystem requirements is implemented, including the sequence and timing of actions and transactions.

B. Detailed System Design (add eWIC)

- 1. The *Detailed System Design (add eWIC)* shall update information from the *Detailed System Design (Food and Cash)*.
- 2. The *Detailed System Design (add eWIC)* shall include all content required in the *Detailed System Design (Food and Cash)* for the entire EBT system, including the food and cash EBT and eWIC EBT subsystems. The *detailed System Design (add eWIC)* must address design for all, but not limited to, the eWIC subsystems below:
 - a) eWIC MIS host-to-host interface.
 - b) eWIC MIS batch interface.
 - c) eWIC EBT Administrative Application.
 - d) Online reports.
 - e) Transaction processing.
 - f) WIC Approved Product List (APL) for retailers.
 - g) Cardholder Website.
 - h) Retailer Website.
 - i) Settlement.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

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5.16 Disaster Services Inspection Report

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Disaster Services Inspection Report</i>	2. DELIVERABLE NUMBER 16
3. DESCRIPTION/PURPOSE Each <i>Disaster Services Inspection Report</i> presents the results of the inspection and testing of Disaster Cards, Food and Cash Card blank cardstock, and disaster laptops at each storage location.	
4. IS A DED REQUIRED? Yes, the Contractor shall provide a template for the <i>Disaster Services Inspection Report</i> and a sample file with Disaster Card Test Results.	
CONTENT REQUIREMENT A. Disaster Services Inspection Report <ol style="list-style-type: none">1. The Contractor shall provide a <i>Disaster Services Inspection Report</i> within five (5) business days following completion of a disaster services inspection.2. The <i>Disaster Services Inspection Report</i> shall specify the date, location, and items tested.3. The <i>Disaster Services Inspection Report</i> shall provide a summary of the disaster services inspection/test results.4. The <i>Disaster Services Inspection Report</i> shall list any discrepancies, issues, or failed tests encountered during the disaster services inspection/testing.5. The <i>Disaster Services Inspection Report</i> shall identify the file containing the <i>Disaster Card Test Results</i>. B. Disaster Card Test Results <ol style="list-style-type: none">1. The Contractor shall provide <i>Disaster Card Test Results</i> within five (5) business days following completion of testing Disaster Cards or Food and Cash Card blank cardstock.2. The Disaster Card Test Results shall include:<ol style="list-style-type: none">a) Container number where the Disaster Card was stored.b) Scanned data from track two (2) of the card.c) Disaster Card number (derived from scanned data).	
6. PREPARATION INSTRUCTIONS The Contractor shall deliver each <i>Disaster Services Inspection Report</i> in accordance with the State-approved Contractor template. The Contractor shall deliver Disaster Card Test Results as Microsoft Excel files.	

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5.17 Disaster Services Inventory Report

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Disaster Services Inventory Report</i>	2. DELIVERABLE NUMBER 17
3. DESCRIPTION/PURPOSE Each <i>Disaster Services Inventory Report</i> identifies the inventory of pre-printed Disaster Cards, Food and Cash Card blank cardstock, and disaster laptops at each storage location.	
4. IS A DED REQUIRED? Yes. The Contractor shall provide a sample <i>Disaster Services Inventory Report</i> .	
CONTENT REQUIREMENT A. <i>Disaster Services Inventory Report</i> <ol style="list-style-type: none">1. The <i>Disaster Services Inventory Report</i> shall identify the date of the report.2. For containers of Disaster Cards at each storage location, the <i>Disaster Services Inventory Report</i> shall include:<ol style="list-style-type: none">a) Container location.b) Container number.c) Number of Disaster Cards in the container.d) First Disaster Card number.e) Last Disaster Card number.3. For containers of Food and Cash Card blank cardstock at each storage location, the <i>Disaster Services Inventory Report</i> shall include:<ol style="list-style-type: none">a) Container location.b) Container number.c) Number of blank Food and Cash Cards in the container.4. For disaster laptops, the <i>Disaster Services Inventory Report</i> shall include:<ol style="list-style-type: none">a) Disaster laptop location.b) Disaster laptop serial number.c) Disaster laptop computer name.5. The Contractor shall provide an updated <i>Disaster Services Inventory Report</i> within thirty (30) calendar days following any changes in inventory at any storage location.	
6. PREPARATION INSTRUCTIONS The Contractor shall deliver the <i>Disaster Services Inventory Report</i> as a Microsoft Excel file.	

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5.18 Disaster Services Plan

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Disaster Services Plan</i>	2. DELIVERABLE NUMBER 18
3. DESCRIPTION/PURPOSE <p>The <i>Disaster Services Plan</i> describes the Contractor's approach to the preparation for and delivery of necessary Contractor EBT disaster services in response to any disaster requiring extraordinary EBT Services response. The <i>Disaster Services Plan</i> includes provisions to ensure that cardholder and retailer services incur minimal interruption. The <i>Disaster Services Plan</i> identifies resources involved in contingency operations, problem management, and escalation procedures.</p>	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
CONTENT REQUIREMENT A. Disaster Services Plan <ol style="list-style-type: none">1. The <i>Disaster Services Plan</i> shall provide an overview of the Contractor's proposed approach to EBT disaster services.2. The <i>Disaster Services Plan</i> shall describe assumptions upon which the EBT <i>Disaster Services Plan</i> is based.3. The <i>Disaster Services Plan</i> shall describe the disaster services the Contractor will provide, including:<ol style="list-style-type: none">a) Disaster Cards.b) Food and Cash Card reserve blank cardstock.c) Disaster laptops.d) Disaster benefits.e) Cardholder support services.f) Retailer support services.g) Operational services.h) Technical services.i) Administrative Application processing.j) Eligibility system interfaces.k) Reports.l) Security.m) Mock disaster exercises.	

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4. The *Disaster Services Plan* shall describe the roles and responsibilities of individuals and organizations involved in the EBT disaster services effort.
5. The *Disaster Services Plan* shall describe the supporting documentation that will be referenced, used, and provided for EBT disaster services planning, development, and implementation.
6. The *Disaster Services Plan* shall describe the processes for producing, storing, securing, testing, distributing, and maintaining the inventory of Disaster Cards.
7. The *Disaster Services Plan* shall describe the processes for producing, storing, securing, testing, distributing, and maintaining the inventory of Food and Cash Card reserve blank cardstock.
8. The *Disaster Services Plan* shall describe the processes for configuring, distributing, and maintaining disaster laptops.
9. The *Disaster Services Plan* shall provide step-by-step instructions, with applicable screen shots, to perform the following functions using the food and cash Administrative Application:
 - a) Set up a food and cash EBT case and cardholder with a Disaster Card.
 - b) Issue a Disaster Card as a replacement card for an existing food and cash Cardholder.
 - c) Issue disaster food benefits.
 - d) Establish a virtual private network (VPN) connection to the food and cash EBT host system using a disaster laptop.
 - e) Print a Food and Cash Card to a card printer connected directly to a disaster laptop.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.19 Document Update Schedule

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Document Update Schedule</i>	2. DELIVERABLE NUMBER 19
3. DESCRIPTION/PURPOSE The <i>Document Update Schedule</i> provides the update schedule for system documentation. The <i>Document Update Schedule</i> is used by the State to track system documentation update status.	
4. IS A DED REQUIRED? Yes. The Contractor shall provide a sample <i>Document Update Schedule</i> .	

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5. CONTENT REQUIREMENT

A. Document Update Schedule

1. At a minimum, the Contractor shall submit a *Document Update Schedule* every three (3) months.
2. The *Document Update Schedule* shall list all deliverables that will be maintained during Ongoing Operations.
3. For each deliverable, the *Document Update Schedule* shall identify:
 - a) Deliverable title.
 - b) Applicable EBT subsystem(s) (food and cash or eWIC EBT).
 - c) Last deliverable revision number accepted by the State.
 - d) Date of last acceptance of the deliverable by the State.
 - e) Deliverable status (accepted, revision in progress, or in State review).
 - f) Scheduled date for delivery of next revision to the State or, if the deliverable is in State review, the date of last delivery to the State.

6. PREPARATION INSTRUCTIONS

The Contractor shall deliver the *Document Update Schedule* as a Microsoft Excel file.

5.20 Eligibility System Certification Test Plan

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Eligibility System Certification Test Plan</i>	2. DELIVERABLE NUMBER 20
3. DESCRIPTION/PURPOSE The <i>Eligibility System Certification Test Plan</i> describes the Contractor's approach to conducting certification testing of each consortium eligibility system for use with the Contractor's EBT system. The <i>Eligibility System Certification Test Plan</i> describes all activities necessary for completion of certification testing for each consortium eligibility system and provision of certification test results to the State.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. Eligibility System Certification Test Plan <ol style="list-style-type: none">1. The Contractor shall work with the eligibility system consortia to develop the <i>Eligibility System Certification Test Plan</i>.	

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2. The *Eligibility System Certification Test Plan* shall describe the roles and responsibilities of the Contractor, the eligibility system consortia, the counties, and the State before, during, and after eligibility system certification testing.
3. The *Eligibility System Certification Test Plan* shall describe the hardware, software, and staffing resources required to complete eligibility system certification testing.
4. The *Eligibility System Certification Test Plan* shall describe the tools, methodology, and test environment for eligibility system certification testing.
5. The *Eligibility System Certification Test Plan* shall describe the activities required to complete eligibility system certification testing.
6. The *Eligibility System Certification Test Plan* shall describe the entry and exit criteria for eligibility system certification testing.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.21 End-of-Contract Changeover Plan

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>End-of-Contract Changeover Plan</i>	2. DELIVERABLE NUMBER 21
3. DESCRIPTION/PURPOSE The <i>End-of-Contract Changeover Plan</i> describes in detail the Contractor's planned approach to supporting the changeover of EBT Services to the successor EBT Services contractor.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. <i>End-of-Contract Changeover Plan</i> <ol style="list-style-type: none">1. The <i>End-of-Contract Changeover Plan</i> shall describe the assumptions upon which the changeover plan is based.2. The <i>End-of-Contract Changeover Plan</i> shall describe roles and responsibilities including potential liabilities for each participant.3. The <i>End-of-Contract Changeover Plan</i> shall describe activities to be conducted prior to, during, and after conversion and cutover to the new system including:<ol style="list-style-type: none">a) Database cleanup.b) Testing and certification of the EBT system, interfaces, conversion files,	

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and other components.

- c) Migration of demographic, benefit, card, and transaction history data to the successor contractor's system.
- d) Transfer of the EBT telecommunications infrastructure to the successor contractor.
- e) Changing over to the successor contractor's ARU, customer service center, cardholder website, and mobile device applications.
- f) Retailer conversion including:
 - POS access in existing retailer locations during the phase-out period.
 - Equipment changeover.
 - Processing before and after conversion.
 - Manual voucher changeover.
 - POS and ATM routing changeover.
 - Retailer ARU, customer service center, and website changeover.
- g) Changeover of the California counties and the WIC local agencies from the Contractor's EBT system to the successor contractor's EBT system, and shall address, at a minimum, the following areas:
 - Appropriate communication with the counties and the WIC local agencies throughout the changeover period.
 - County and local agency EBT system administrative access changeover.
 - County and local agency Card management process changes.
 - County Settlement process changes (for cash only).
 - Service disruption notifications to be sent to EBT cardholders, the coverage required, and the suggested notification plan that will address all anticipated disruption to benefits and cardholder services to include Cardholder Call Center and Cardholder ARU services.
 - Contingency and fallback plan.
 - Termination of Contractor EBT-related agreements at the end of the phase-out period.
 - Provision of documentation, data, files, and software required to the successor contractor.
- h) Transfer of cardstock and training materials to the new contractor.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

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5.22 Error Corrections and Adjustments Manual

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Error Corrections and Adjustments Manual</i>	2. DELIVERABLE NUMBER 22
3. DESCRIPTION/PURPOSE The <i>Error Corrections and Adjustments Manual</i> describes processes and procedures for the correction of food and cash EBT system errors in accordance with Title 7 of the Code of Federal Regulations and the Quest® Operating Rules, as modified by California Adjustment Hold, FNS Waiver 2010167, and the correction of eWIC EBT system errors in accordance with the USDA-FNS Operating Rules for WIC EBT.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. <i>Error Corrections and Adjustments Manual (Food and Cash)</i> 1. The <i>Error Corrections and Adjustments Manual (Food and Cash)</i> shall describe processes and procedures for the correction of food and cash EBT system errors in accordance with Title 7 of the Code of Federal Regulations and the Quest® Operating Rules, as modified by California Adjustment Hold, FNS Waiver 2010167. 2. The <i>Error Corrections and Adjustments Manual (Food and Cash)</i> shall describe the assumptions and considerations in the design of the error correction process, including a definition of what constitutes a valid system error. 3. The <i>Error Corrections and Adjustments Manual (Food and Cash)</i> shall describe the roles and responsibilities in the error correction and adjustment process for the processor (the Contractor), network (the EBT Gateway Switch), acquirers, retailers, the State of California, counties, and cardholders. 4. The <i>Error Corrections and Adjustments Manual (Food and Cash)</i> shall describe the types of error correction requests and how they are initiated, including: a) Acquirer/retailer-initiated correction requests. b) Network-initiated correction requests. c) Cardholder-initiated correction requests. d) Processor correction requests (created by the Contractor's internal settlement and reconciliation process). e) Correction requests related to manual vouchers.	

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5. The *Error Corrections and Adjustments Manual (Food and Cash)* shall describe the systems and processes used to:
 - a) Record and track error correction requests.
 - b) Investigate and validate error correction requests.
 - c) Communicate error correction requests to acquirers and retailers.
 - d) Receive error correction requests, responses, and documentation from acquirers and retailers.
 - e) Initiate account adjustments for approved error correction requests.
 - f) Process fair hearing request and fair hearing outcome entries.
 - g) Apply account adjustments to cardholder accounts.
 - h) Contact cardholders via robocalls for account credits.
 - i) Settle adjustments with acquirers and retailers.
 - j) Generate error correction request and adjustment reports.
 - k) Prevent cardholders from submitting multiple invalid or fraudulent error correction requests.
6. The *Error Corrections and Adjustments Manual (Food and Cash)* shall describe how the correction request and adjustment processes support cardholder notification and fair hearing requirements, including requests for documentation to support fair hearings.
7. The *Error Corrections and Adjustments Manual (Food and Cash)* shall describe the escalation process that occurs when a cardholder, acquirer/retailer, or State/county personnel disputes the approval or denial of a correction request.

B. Error Corrections and Adjustments Manual (add eWIC)

1. The *Error Corrections and Adjustments Manual (add eWIC)* shall update information from the *Error Corrections and Adjustments Manual (Food and Cash)*.
2. The *Error Corrections and Adjustments Manual (add eWIC)* shall include all content required in the *Error Corrections and Adjustments Manual (Food and Cash)* for food and cash EBT and eWIC EBT error correction requests.
3. The *Error Corrections and Adjustments Manual (add eWIC)* shall describe processes and procedures for the correction of eWIC EBT system errors in accordance with the USDA-FNS Operating Rules for WIC EBT.
4. The *Error Corrections and Adjustments Manual (add eWIC)* shall include WIC local agencies in the roles and responsibilities.

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5. The *Error Corrections and Adjustments Manual (add eWIC)* shall address State-initiated correction requests (identified by the State's internal reconciliation process).

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.23 eWIC EBT Administrative User's Guide

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>eWIC EBT Administrative User's Guide</i>	2. DELIVERABLE NUMBER 23
3. DESCRIPTION/PURPOSE The <i>eWIC EBT Administrative User's Guide</i> describes the use of the browser-based eWIC EBT Administrative Application. The <i>eWIC EBT Administrative User's Guide</i> functions as a training tool for new users and as a reference for experienced users.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. eWIC EBT Administrative User's Guide 1. The <i>eWIC EBT Administrative User's Guide</i> shall provide an overview of the eWIC EBT subsystem, including: <ul style="list-style-type: none">a) What eWIC EBT is and how it works.b) Creating and searching for accounts.c) Adding a cardholder and/or modifying cardholder information.d) Issuing, adding, modifying, and voiding benefits.e) Initial and replacement card issuance.f) PIN selection.g) Financial reporting.h) Viewing dispute data.i) Viewing transaction history.j) Viewing statewide and local agency transactions and benefit issuance activity.k) Viewing batch processing status data.	

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- l) Viewing settlement amounts.
 - m) Other Administrative Application functionality.
- 2. The *eWIC EBT Administrative User's Guide* shall describe application security including:
 - a) Security features and restrictions.
 - b) Available profiles or user access levels and associated access rights.
 - c) Instructions for adding and deleting a user and modifying user access for a user.
 - d) Password creation and maintenance.
- 3. The *eWIC EBT Administrative User's Guide* shall provide detailed instructions on all Administrative Application functionality that includes:
 - a) Installation and set-up of the Administrative Application.
 - b) Summary description of each specific Administrative Application function.
 - c) Sample screens or pages.
 - d) Description of navigation, fields, and field values.
 - e) Step-by-step instructions on performing the activity.
 - f) Error and success messages.
 - g) Helpful hints.
- 4. The *eWIC EBT Administrative User's Guide* shall describe how information in the *eWIC EBT Administrative User's Guide* can be used for training new users.
- 5. The *eWIC EBT Administrative User's Guide* shall include appendices which provide additional clarification and detail, including, but not limited to, the following:
 - a) Acronyms and terms.
 - b) Contact telephone numbers.
 - c) Forms.
 - d) Page/screen flow diagrams for Administrative Application functions.
 - e) California security profile assignments.
 - f) Instructions for using the Cardholder ARU.
 - g) Instructions for using the Cardholder Website.
 - h) Field and field value reference sheet.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

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5.24 WIC Cardholder Training Materials

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>WIC Cardholder Training Materials</i>	2. DELIVERABLE NUMBER 24
3. DESCRIPTION/PURPOSE <p><i>WIC Cardholder Training Materials</i> provide training to WIC Cardholders on the use of their WIC Cards. <i>WIC Cardholder Training Materials</i> include pamphlets, wallet cards, and posters in eleven (11) languages.</p> <p>During eWIC EBT implementation, the Contractor will produce <i>WIC Cardholder Training Materials</i> and provide <i>WIC Cardholder Training Materials</i> to local agencies. Following the end of the eWIC EBT implementation, <i>WIC Cardholder Training Materials</i> will be produced and provided by the California State Printing Office.</p>	
4. IS A DED REQUIRED? <p>The DED shall specify the dimensions and layout of the WIC Cardholder Training Pamphlet, Wallet Card, and Posters. The Contractor shall provide samples of production material that will be used to produce the WIC Cardholder Training Pamphlet, Wallet Card, and Poster.</p>	
5. CONTENT REQUIREMENT <p>A. <i>WIC Cardholder Training Materials Design Document (English)</i></p> <ol style="list-style-type: none">1. The <i>Cardholder Training Materials Design Document (English)</i> shall describe the dimensions of the WIC Cardholder Training Pamphlet, Wallet Card, and Poster.2. The <i>Cardholder Training Materials Design Document (English)</i> shall describe the materials and printing methods used to produce the WIC Cardholder Training Pamphlet, Wallet Card, and Poster.3. The <i>Cardholder Training Materials Design Document (English)</i> shall provide the content of the WIC Cardholder Training Pamphlet, Wallet Card, and Poster in English. <p>B. <i>WIC Cardholder Training Materials Design Document (All Required Languages)</i></p> <ol style="list-style-type: none">1. The <i>Cardholder Training Materials Design Document (All Required Languages)</i> shall provide updates to the <i>Cardholder Training Materials Design Document (English)</i>.2. The <i>Cardholder Training Materials Design Document (All Required Languages)</i> shall provide the content of the WIC Cardholder Training Pamphlet, Wallet Card, and Poster in all required languages.	

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6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards. Following State approval of the *Cardholder Training Materials Design Document (All Required Languages)* the Contractor shall submit samples of Cardholder Training Materials in all required languages for State approval. Following State approval of the samples, the Contractor shall provide Cardholder Training Materials upon request to local agencies during the eWIC EBT implementation. Prior to the end of the eWIC EBT implementation, the Contractor shall deliver Cardholder Training Materials files in a format suitable for printing by the California State Printing Office.

5.25 eWIC EBT Operations Manual

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>eWIC EBT Operations Manual</i>	2. DELIVERABLE NUMBER 25
3. DESCRIPTION/PURPOSE The <i>eWIC EBT Operations Manual</i> describes forms and templates and corresponding instructions used by the State and WIC local agencies in conducting activities during the Ongoing Operations period of the contract, including ordering materials, adding or modifying user access to EBT systems, setting file transmission schedules, and other activities as deemed appropriate by the Contractor and the State.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
CONTENT REQUIREMENT A. eWIC EBT Operations Manual <ol style="list-style-type: none">The <i>eWIC EBT Operations Manual</i> shall provide instructions and Contractor forms for local agencies to:<ol style="list-style-type: none">Order blank WIC Cards.Order pre-printed WIC Cards.Order WIC Card sleeves.Order eWIC EBT training materials (during the eWIC EBT implementation only).Report questions or problems with the EBT system.Add, change, or delete ticket management application users.Request archived cardholder transaction data.The <i>eWIC EBT Operations Manual</i> shall provide instructions and Contractor	

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forms for the State to:

- a) Add, change, or delete eWIC EBT Administrative Application security managers.
- b) Report questions or problems with the EBT system.
- c) Add, change, or delete ticket management application users.
- d) Add, change, or delete data warehouse application users.
- e) Request archived cardholder transaction data.
- f) Request archived retailer transaction data.
- g) Provide eWIC MIS file transmission schedules and contacts.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.26 eWIC MIS Certification Test Plan

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>eWIC MIS Certification Test Plan</i>	2. DELIVERABLE NUMBER 26
3. DESCRIPTION/PURPOSE The <i>eWIC MIS Certification Test Plan</i> describes the Contractor's approach to conducting certification testing of the eWIC MIS for use with the Contractor's EBT system. The <i>eWIC MIS Certification Test Plan</i> describes all activities necessary for completion of eWIC MIS certification testing and provision of certification test results to the State.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
CONTENT REQUIREMENT A. eWIC MIS Certification Test Plan <ol style="list-style-type: none">1. The Contractor shall work with the eWIC MIS contractor to develop the <i>eWIC MIS Certification Test Plan</i>.2. The <i>eWIC MIS Certification Test Plan</i> shall describe the roles and responsibilities of the Contractor, eWIC MIS contractor, and State before, during, and after eWIC MIS certification testing.3. The <i>eWIC MIS Certification Test Plan</i> shall describe the hardware, software, and staffing resources required to complete eWIC MIS certification testing.4. The <i>eWIC MIS Certification Test Plan</i> shall describe the tools, methodology, and	

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test environment for eWIC MIS certification testing.

5. The *eWIC MIS Certification Test Plan* shall describe the activities as well as the type and volume of data required to complete eWIC MIS certification testing.
6. The *eWIC MIS Certification Test Plan* shall describe the entry and exit criteria for eWIC MIS certification testing.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.27 Federal Acceptance Test Plans/Scripts

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Food and Cash Federal Acceptance Test Plan/Scripts</i> <i>eWIC Federal Acceptance Test Plan/Scripts</i>	2. DELIVERABLE NUMBER 27
3. DESCRIPTION/PURPOSE <p>The <i>Federal Acceptance Test Plans/Scripts</i> describe the testing strategy and methodologies in testing all aspects of the EBT system necessary to meet FNS certification requirements. The <i>Federal Acceptance Test Plans/Scripts</i> include detailed descriptions and testing requirements along with the test scenarios, environment setup, and test scripts for end-to-end federal acceptance testing.</p> <p>The State will waive food and cash EBT and/or eWIC EBT <i>Federal Acceptance Test Plans/Scripts</i> if the FNS determined that federal acceptance testing is not necessary.</p>	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.2	
5. CONTENT REQUIREMENT A. General Requirements <ol style="list-style-type: none">1. The <i>Federal Acceptance Test Plans/Scripts</i> shall describe the roles and responsibilities of the Contractor, State, eligibility system consortia, eWIC MIS contractor, and FNS staffs before, during, and after federal acceptance testing.2. The <i>Federal Acceptance Test Plans/Scripts</i> shall describe the hardware, software, and staffing resources required to complete federal acceptance testing.3. The <i>Federal Acceptance Test Plans/Scripts</i> shall describe the tools, methodology, and test environment for federal acceptance testing.4. The <i>Federal Acceptance Test Plans/Scripts</i> provide an estimate of the duration of federal acceptance testing.5. The <i>Federal Acceptance Test Plans/Scripts</i> shall describe the entry and exit	

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criteria for federal acceptance testing.

6. The *Federal Acceptance Test Plans/Scripts* shall describe functions that will be tested.
7. The *Federal Acceptance Test Plans/Scripts* shall include test scripts that provide a step-by-step procedural description for each test or sequence of instructions for the test including:
 - a) Inputs.
 - b) Prompt messages displayed.
 - c) Relationships between the inputs.
 - d) Tester's actions.
 - e) Analysis to be done of the output.
 - f) Description of the exact results expected.
 - g) Pass/fail criteria.

B. Food and Cash Federal Acceptance Test Plan/Scripts

1. The *Food and Cash Federal Acceptance Test Plans/Scripts* shall describe and provide test scripts for federal acceptance testing of the food and cash EBT subsystem.
2. The *Food and Cash Federal Acceptance Test Plans/Scripts* shall address federal acceptance testing requirements for food and cash EBT specified by the FNS.

C. eWIC Federal Acceptance Test Plan/Scripts

1. The *eWIC Federal Acceptance Test Plans/Scripts* shall describe and provide test scripts for federal acceptance testing of the eWIC EBT subsystem.
2. The *eWIC Federal Acceptance Test Plans/Scripts* shall address federal acceptance testing requirements for eWIC EBT specified by the FNS.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

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5.28 Food and Cash Administrative User's Guide

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Food and Cash Administrative User's Guide</i>	2. DELIVERABLE NUMBER 28
3. DESCRIPTION/PURPOSE The <i>Food and Cash Administrative User's Guide</i> describes the use of the browser-based food and cash Administrative Application and associated EBT administrative equipment. The <i>Food and Cash Administrative User's Guide</i> functions as a training tool for new users and as a reference for experienced users.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. Food and Cash Administrative User's Guide <ol style="list-style-type: none">The <i>Food and Cash Administrative User's Guide</i> shall provide an overview of the food and cash EBT subsystem, including:<ol style="list-style-type: none">What EBT is and how it works.Administrative equipment (card printers, PIN selection equipment, and Balance Inquiry-Only [BIO] POS devices).Creating accounts.Adding and voiding benefits.Initial and replacement card issuance.PIN selection.Financial reporting.Other Administrative Application functionality.POS/ATM transaction errors and claims processing.The <i>Food and Cash Administrative User's Guide</i> shall describe application security including:<ol style="list-style-type: none">Security features and restrictions.Available profiles or user access levels and associated access rights.Instructions for adding and deleting a user and modifying user access for a user.Password creation and maintenance.	

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3. The *Food and Cash Administrative User's Guide* shall provide detailed instructions on all Administrative Application functionality that includes:
 - a) Installation and set-up of the Administrative Application.
 - b) Summary description of each specific Administrative Application function.
 - c) Sample screens or pages.
 - d) Description of navigation, fields, and field values.
 - e) Step-by-step instructions on performing the activity.
 - f) Error and success messages.
 - g) Helpful hints.
4. The *Food and Cash Administrative User's Guide* shall provide instructions for accessing reports from the Administrative Application.
5. The *Food and Cash Administrative User's Guide* shall provide a description of card printers, PIN selection equipment, and BIO POS devices, including:
 - a) Description of each item including name, manufacturer, and model number (where applicable).
 - b) Diagram of the equipment identifying major components, including all items which must be referenced or manipulated in order to perform the preventive maintenance action.
 - c) A description of preventive maintenance actions to be performed for each item.
 - d) The frequency each preventive maintenance action must be performed.
 - e) Tools or supplies needed to conduct preventive maintenance (such as screwdrivers, brushes, lint-free cloths, vacuum cleaners, isopropyl alcohol wipes or swabs, ink cartridges, and other such items).
 - f) Step-by-step instructions on how to perform the preventive maintenance action and expected results of the action.
6. The *Food and Cash Administrative User's Guide* shall provide instructions for using a county card printer that includes:
 - a) Installation and set-up of the card printer.
 - b) Summary description of available functions.
 - c) Use of the card printer to print Food and Cash Cards using both the county eligibility system and Administrative Application.
 - d) Error and success messages.
 - e) Trouble shooting and helpful hints.

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7. The *Food and Cash Administrative User's Guide* shall provide instructions for using PIN selection equipment that includes:
 - a) Installation and set-up of the PIN selection equipment.
 - b) Setting up PIN selection equipment users using the food and cash Administrative Application.
 - c) Summary description of available functions.
 - d) Sample menus.
 - e) Description of navigation, fields, and field values.
 - f) Step-by-step instructions on PIN issuance, changing PINs, and other functions as applicable.
 - g) Error and success messages.
 - h) Trouble shooting and helpful hints.
8. The *Food and Cash Administrative User's Guide* shall provide instructions for using BIO POS devices that includes:
 - a) Installation and set-up of the BIO POS device.
 - b) Summary description of available functions.
 - c) Sample menus.
 - d) Description of navigation, fields, and field values.
 - e) Step-by-step instructions on using the BIO POS device.
 - f) Error and success messages.
 - g) Trouble shooting and helpful hints.
9. The *Food and Cash Administrative User's Guide* shall include instructions for ordering, inventorying, and destroying Food and Cash Card cardstock.
10. The *Food and Cash Administrative User's Guide* shall describe how the information contained in the *Food and Cash Administrative User's Guide* can be used for training new users.
11. The *Food and Cash Administrative User's Guide* shall include appendices which provide additional clarification and detail, including, but not limited to the following:
 - a) Acronyms and terms.
 - b) Contact telephone numbers.
 - c) Forms.
 - d) Benefit types and order of draw.

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<ul style="list-style-type: none">e) Page/screen flow diagrams for Administrative Application functions.f) California security profile assignments.g) Instructions for using the Cardholder ARU.h) Instructions for using the Cardholder Website.i) Field and field value reference sheet.
6. PREPARATION INSTRUCTIONS Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.29 Food and Cash Cardholder Training Posters

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Food and Cash Cardholder Training Posters</i>	2. DELIVERABLE NUMBER 29
3. DESCRIPTION/PURPOSE <i>Food and Cash Cardholder Training Posters</i> provide training to food and cash Cardholders on changes to surcharge-free cash access and new customer services features and mobile device applications. During the food and cash transition, the Contractor will produce <i>Food and Cash Cardholder Training Posters</i> and provide <i>Food and Cash Cardholder Training Posters</i> to county local offices.	
4. IS A DED REQUIRED? The DED shall specify the dimensions and layout of the <i>Food and Cash Training Posters</i> .	
5. CONTENT REQUIREMENT A. <i>Food and Cash EBT Cardholder Training Posters Design Document (English)</i> <ul style="list-style-type: none">1. The <i>Food and Cash Cardholder Training Posters Design Document (English)</i> shall describe the dimensions of the <i>Food and Cash Cardholder Training Posters</i>.2. The <i>Food and Cash Cardholder Training Posters Design Document (English)</i> shall describe the materials and printing methods used to produce the Food and Cash Cardholder Training Posters.3. The <i>Food and Cash Cardholder Training Posters Design Document (English)</i> shall provide the content of the Food and Cash Cardholder Training Posters in English. B. <i>Food and Cash Cardholder Training Posters Design Document (All Required Languages)</i> <ul style="list-style-type: none">1. The <i>Food and Cash Cardholder Training Posters Design Document (All Required Languages)</i> shall provide updates to the Food and Cash Cardholder Training	

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Posters Design Document (English).

2. The *Food and Cash Cardholder Training Posters Design Document (All Required Languages)* shall provide the content of the Food and Cash Cardholder Training Posters in all required languages.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards. Following State approval of the *Food and Cash Cardholder Training Posters Design Document (All Required Languages)* the Contractor shall submit samples of *Food and Cash Cardholder Training Posters* in all required languages for State approval. Following State approval of the samples, the Contractor shall provide *Food and Cash Cardholder Training Posters* upon request to county local offices during the food and cash transition.

5.30 Food and Cash Interface Document

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Food and Cash Interface Document</i>	2. DELIVERABLE NUMBER 30
3. DESCRIPTION/PURPOSE The <i>Food and Cash Interface Document</i> describes the batch and host-to-host interfaces between the Contractor's food and cash EBT host system and the eligibility system consortia and Statewide Automated Reconciliation System (SARS). The eligibility system consortia and SARS use the <i>Food and Cash Interface Document</i> to design and test changes to the eligibility system consortia and SARS interfaces to the EBT system.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. <i>Food and Cash Interface Document</i> <ol style="list-style-type: none">1. The <i>Food and Cash Interface Document</i> shall describe the operational functions for each host-to-host message and batch interface as defined in the EBT system requirements.2. The <i>Food and Cash Interface Document</i> shall describe the Contractor's EBT eligibility systems interfaces and SARS interface processing rules that will be established and used by the Contractor, the eligibility system consortia, and the State, including:<ol style="list-style-type: none">a) Host-to-host interface processing rules for the individual messages that are received by the EBT host system.b) Batch interface processing rules for each step specific to the batch	

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- interface to include connectivity parameters, processing parameters, file sequence and format control, file and record content validation, detail records processing, file and record-level processing status recording, and return to the counties' eligibility systems.
- c) Processing rules pertaining to batch control numbers that will ensure transactional integrity control of batch database commitments, and batch job restarts.
3. The *Food and Cash Interface Document* shall describe communication links and connectivity requirements for host-to-host and batch interfaces, including:
- a) The Contractor's responsibilities regarding the specification of appropriate telecommunications circuits, network equipment, and encryption/decryption capability that will ensure secure data transfer between the Contractor's EBT system and the California counties' eligibility systems at each of the counties' primary and backup eligibility processing sites.
 - b) The Contractor's implementation of the required Transmission Control Protocol/Internet Protocol (TCP/IP) protocol for the batch Secure File Transfer Protocol (SFTP) and host-to-host sockets interfaces.
 - c) The requirements for all of the telecommunications connectivity required in support of the EBT batch and host-to-host interfaces between the Contractor's primary and backup EBT host system, the primary and backup county eligibility systems, and primary and backup SARS file servers.
 - d) Host-to-host and batch configuration requirements for the EBT host system, county eligibility systems, and SARS that will be needed to exchange information over these interfaces.
 - e) Operational considerations, including appropriate sizing of equipment and networks and a definition of operations responsibilities.
4. The *Food and Cash Interface Document* shall describe host-to-host and batch interface error handling.
5. The *Food and Cash Interface Document* shall describe the Contractor's procedures that pertain to batch interface production control functions including operations, monitoring, reporting, and schedule deviations and changes.
6. The *Food and Cash Interface Document* shall describe escalation procedures for counties, eligibility system consortia, and the Contractor to identify, report, and address production problems that pertain to the EBT production system.
7. The *Food and Cash Interface Document* shall provide detailed specifications for each of the host-to-host messages that are transmitted to the EBT host system by the counties eligibility systems, and the normal and error response messages that will be returned to the counties' eligibility systems from the EBT host system.

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8. The *Food and Cash Interface Document* shall provide detailed specifications for each of the batch files that are transmitted to the EBT host system by the counties eligibility systems and for the batch files that are returned to the counties' eligibility systems from the EBT host.
9. The *Food and Cash Interface Document* shall provide detailed specifications for each of the daily and monthly batch files that are transmitted to the counties' eligibility systems and SARS from the EBT host.
10. The *Food and Cash Interface Document* shall include appendices that provide the following:
 - a) A description of batch interface file-naming requirements, and FTP scripting requirements for the demographic and benefits production and test files.
 - b) A listing of support languages and language codes.
 - c) A listing of all supported benefit types.
 - d) A listing of the host-to-host actions and message flow.
 - e) A description of the California test database environment.
 - f) A description of the Contractor and State/county responsibilities regarding local office codes and Card drop-ship codes.
 - g) A listing of Card status and transaction codes.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.31 Fraud 80 User's Manual

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Fraud 80 User's Manual</i>	2. DELIVERABLE NUMBER 31
3. DESCRIPTION/PURPOSE The <i>Fraud 80 User's Manual</i> describes how to use Administrative Application functionally that is unique to food EBT cases created in County 80.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. <i>Fraud 80 User's Manual</i> <ol style="list-style-type: none">1. The <i>Fraud 80 User's Manual</i> shall describe the functionality that is unique to County 80.	

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2. The *Fraud 80 User's Manual* shall describe available Administrative Application roles and privileges to County 80 users.
3. The *Fraud 80 User's Manual* shall describe how to request, create, and manage user access to County 80.
4. The *Fraud 80 User's Manual* shall provide step-by-step instructions for:
 - a) Creating a County 80 case and cardholder.
 - b) Issuing and printing a Food and Cash Card for a new or existing County 80 cardholder.
 - c) Issuing benefits to a County 80 case.
 - d) Updating County 80 case and cardholder information.
 - e) Viewing County 80 transaction data.
5. The *Fraud 80 User's Manual* shall describe how to select a PIN for a County 80 cardholder.
6. The *Fraud 80 User's Manual* shall describe the content of and how to access Fraud 80-related reports.
7. The *Fraud 80 User's Manual* shall describe how the Contractor will notify the State in the event that an attempt to send a batch file for County 80 to the EBT system is made.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.32 Incident Report

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Incident Report</i>	2. DELIVERABLE NUMBER 32
3. DESCRIPTION/PURPOSE Each <i>Incident Report</i> describes the details of an outage or other incident that results in a Priority 1 or Priority 2 deficiency.	
4. IS A DED REQUIRED? Yes. The Contractor shall submit an <i>Incident Report</i> template.	
5. CONTENT REQUIREMENT A. Incident Report <ol style="list-style-type: none">1. The <i>Incident Report</i> shall include the following:<ol style="list-style-type: none">a) Title: Short description of the incident.	

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- b) **Date/Time of Occurrence:** Date and time (in Pacific Time) that the incident first started impacting the EBT system/EBT Services.
- c) **Date/Time of Resolution:** Date and time (in Pacific Time) that the incident no longer impacted the EBT system/EBT Services.
- d) **Date of *Incident Report*:** Date that the incident report was prepared.
- e) **Ticket Number:** Ticket number(s) for the deficiency entered into the ticket management application due to the incident.
- f) **Incident Report Number:** Sequential number that uniquely identifies each incident report.
- g) **Priority Level:** State priority level for the primary deficiency entered into the ticket management application due to the incident.
- h) **Impact To:** Identifies the components of the EBT system/EBT Services impacted by the incident.
- i) **Problem Reported By:** Name, organization and/or title, and telephone number of the staff(s) that first reported the incident.
- j) **Detailed Description of Incident:** Detailed chronology (including date and time of contacts with the State EBT Project Office) and technical description of the incident from the time the incident first started impacting the system/EBT Services to the time the incident was fully resolved and was no longer impacting the system/EBT Services.
- k) **Who was Impacted:** Identification of the end users (e.g., cardholder, retailers, eligibility system consortia, etc.) impacted by the incident.
- l) **Detailed Description of Resolution:** Detailed steps taken to resolve the incident, root cause of the incident, and steps taken (or to be taken) to prevent reoccurrence of the incident.
- m) **Confirmed Resolution with Submitter:** Identifies the entities that the Contractor contacted to confirm resolution of the incident.
- n) **Problem Resolved By:** Identifies the entity that resolved the incident.
- o) ***Incident Report* Prepared By:** Name, title, and phone number of the staff who prepared the *Incident Report*.

6. PREPARATION INSTRUCTIONS

The Contractor shall submit *Incident Reports* using the State-approved Contractor *Incident Report* template.

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5.33 Integrated WIC Retailer Specifications Document

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Integrated WIC Retailer Specifications Document</i>	2. DELIVERABLE NUMBER 33
3. DESCRIPTION/PURPOSE The <i>Integrated WIC Retailer Specifications Document</i> provides technical specifications to WIC-authorized retailers that want to integrate WIC EBT into their existing Electronic Cash Register (ECR) systems. The <i>Integrated WIC Retailer Specifications Document</i> specifies how the Contractor has implemented the American National Standards Institute (ANSI) X9.93 part 1 and part 2 standards.	
4. IS A DED REQUIRED? Yes. The Contractor shall provide a document used in another state or tribal organization to provide technical guidance to integrated WIC-authorized retailers (WIC retailers) who want to certify their ECR systems for WIC EBT.	
5. CONTENT REQUIREMENT A. <i>Integrated WIC Retailer Specifications Document</i> <ol style="list-style-type: none">1. The <i>Integrated WIC Retailer Specifications Document</i> shall provide technical specifications and guidelines necessary to allow WIC-authorized retailers to design and implement changes to their ECR systems to support online processing of WIC EBT transactions and WIC EBT file transfer (e.g., APL, reconciliation file) with the Contractor's EBT system.2. The <i>Integrated WIC Retailer Specifications Document</i> shall provide guidelines for certification of WIC-authorized retailer ECR systems.3. The <i>Integrated WIC Retailer Specifications Document</i> shall define how the Contractor has implemented the ANSI X9.93 part 1 and part 2 standards.4. The Contractor shall submit a revised <i>Integrated WIC Retailer Specifications Document</i> prior to implementing any change to the WIC-authorized retailer interface.	
6. PREPARATION INSTRUCTIONS Contractor format is acceptable.	

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5.34 Interface Test Plan

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Interface Test Plan</i>	2. DELIVERABLE NUMBER 34
3. DESCRIPTION/PURPOSE Each <i>Interface Test Plan</i> describes the testing strategies and methodologies in testing the interfaces in the EBT system. Each <i>Interface Test Plan</i> includes detailed descriptions and testing requirements for each interface along with the test scenarios, environment setup, and steps involved in the end-to-end testing of each of the defined interfaces.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards. A DED is required for both the <i>Food and Cash EBT Interface Test Plan</i> and <i>eWIC EBT Interface Test Plan</i> . Each DED shall identify all interfaces that will be tested.	
5. CONTENT REQUIREMENT A. General Requirements <ol style="list-style-type: none">1. The <i>Interface Test Plan</i> shall describe the testing strategy and methodologies for testing the EBT system interfaces.2. The <i>Interface Test Plan</i> shall describe each interface to be tested.3. The <i>Interface Test Plan</i> shall describe the roles and responsibilities of the Contractor, State, county, local agency, eligibility system consortia, and eWIC MIS contractor staffs during interface testing.4. The <i>Interface Test Plan</i> shall identify the resources required across various phases of the interface testing including hardware, software, and staffing.5. The <i>Interface Test Plan</i> shall describe the tools and methodologies used in interface testing.6. The <i>Interface Test Plan</i> shall describe the various test environments utilized across different phases of testing and the processes required for the setup of each of these environments.7. The <i>Interface Test Plan</i> shall describe the overall schedule and related milestones across the various testing phases, including dependencies and deliverables, for each testing phase.8. For each interface to be tested, the <i>Interface Test Plan</i> shall:<ol style="list-style-type: none">a) Identify stakeholders.b) Define detailed interface specifications.c) Define scope of testing and buy-in criteria for stakeholders.d) Describe the stages of testing along with a detailed listing of steps in each	

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stage.

- e) Detail test requirements for each testing phase.
- f) Describe the test environments setup in each testing phase.
- g) Describe required tools in each testing phase.
- h) Describe the test scenarios and steps involved in each testing phase.
- i) Identify entry and exit criteria for each stage of testing.
- j) Detail roles and responsibilities.
- k) Identify test scripts for each phase of testing along with data requirements.
- l) Present quality assurance requirements for each interface, including certification criteria, certification processes, and certification checklists.

B. Food and Cash EBT Interface Test Plan

1. The *Food and Cash EBT Interface Test Plan* shall describe how food and cash EBT subsystem interfaces will be tested including, but not limited to:
 - a) Eligibility system host-to-host Interface.
 - b) Eligibility system batch interface.
 - c) SARS interface.
 - d) Food and cash Administrative Application.
 - e) Online reports.
 - f) Card printer.
 - g) Transaction processing.
 - h) EBT-only POS devices.
 - i) BIO POS devices.
 - j) PIN Select devices.
 - k) Wireless POS devices.
 - l) Cardholder ARU.
 - m) Retailer ARU.
 - n) Cardholder Website.
 - o) Retailer Website.
 - p) Settlement.
 - q) Federal systems for the transmission of Account Management Agent (AMA), Automated Standard Application for Payment (ASAP), and Anti-Fraud Locator of EBT Retailer Transactions (ALERT) files and receipt of Retailer EBT Data Exchange (REDE) files.
 - r) Data Warehouse application.
 - s) Ticket Management application.

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C. eWIC EBT Interface Test Plan

1. The *eWIC EBT Interface Test Plan* shall describe how the eWIC EBT subsystem interfaces will be tested including, but not limited to:
 - a) eWIC MIS host-to-host Interface.
 - b) eWIC MIS batch interface.
 - c) eWIC EBT Administrative Application.
 - d) Online reports.
 - e) Transaction processing.
 - f) EBT-only POS devices.
 - g) Wireless POS devices.
 - h) WIC Approved Product List (APL) for retailers.
 - i) Cardholder ARU.
 - j) Retailer ARU.
 - k) Cardholder Website.
 - l) Retailer Website.
 - m) eWIC mobile device application.
 - n) Settlement.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.35 Master Test Plan

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Food and Cash Transition Services Master Test Plan</i> <i>eWIC EBT Implementation Services Master Test Plan</i> <i>Ongoing Operations Master Test Plan (Food and Cash)</i> <i>Ongoing Operations Master Test Plan (add eWIC)</i>	2. DELIVERABLE NUMBER 35
3. DESCRIPTION/PURPOSE Each <i>Master Test Plan</i> describes the methodologies, processes, and procedures used to test the EBT system during the food and cash transition, the eWIC EBT implementation, and Ongoing Operations. Each <i>Master Test Plan</i> outlines the various stages/phases of testing during the food and cash transition, the eWIC EBT implementation, and Ongoing Operations. Each <i>Master Test Plan</i> includes a description of the State and capacity test environments and describe how the Contractor will use and maintain those environments. The <i>Food and Cash Transition Services Master Test Plan</i> and the <i>eWIC EBT Implementation Services Master Test Plan</i> serve as the overarching documents for all other test plans during the food and cash transition and	

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the eWIC EBT implementation respectively. The *Ongoing Operations Master Test Plan* serves as the overarching document for all other test plans developed following the completion of the food and cash transition and the eWIC EBT Pilot implementation.

4. IS A DED REQUIRED?

Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.

5. CONTENT REQUIREMENT

A. General Requirements

1. Each *Master Test Plan* shall describe the overall testing strategy including a description of how the Plan relates to and coordinates with the other test plans.
2. Each *Master Test Plan* shall describe all phases of the testing process including a discussion of tools, techniques, and methodologies.
3. Each *Master Test Plan* shall describe resources required across various phases of the testing process including:
 - a) Hardware required for various phases of testing.
 - b) Software required for various phases of testing.
 - c) Staffing requirements for various phases of testing.
4. Each *Master Test Plan* shall describe the various test environments utilized across different phases of testing and the processes required for the setup of each of these environments.
5. Each *Master Test Plan* shall describe the various testing phases of the overall test process, including overview and purpose of each phase, scope, sequence of activities, and entry and exit criteria for each phase.
6. Each *Master Test Plan* shall describe the quality assurance procedures to be applied at each stage across the overall testing process.
7. Each *Master Test Plan* shall describe the process to record and report discrepancies and problems encountered across the various testing phases and the detailed steps involved in their resolution.
8. Each *Master Test Plan* shall describe the process to manage risks across the various testing phases.
9. Each *Master Test Plan* shall include a testing organization chart.

B. Food and Cash Transition Services Master Test Plan

1. The *Food and Cash Transition Services Master Test Plan* shall address all phases of testing during the food and cash transition.
2. The *Food and Cash Transition Services Master Test Plan* shall describe roles and responsibilities of the Contractor, State, county, and eligibility system

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consortia staff during the food and cash transition.

3. The *Food and Cash Transition Services Master Test Plan* shall describe the schedule and related milestones across the various testing phases during the food and cash transition, including dependencies and deliverables for each testing phase.

C. eWIC EBT Implementation Services Master Test Plan

1. The *eWIC EBT Implementation Services Master Test Plan* shall address all phases of testing during the eWIC EBT implementation.
2. The *eWIC EBT Implementation Services Master Test Plan* shall describe roles and responsibilities of the Contractor, State, local agency, and eWIC MIS contractor staff during the eWIC EBT implementation.
3. The *eWIC EBT Implementation Services Master Test Plan* shall describe the schedule and related milestones across the various testing phases during the eWIC EBT implementation, including dependencies and deliverables for each testing phase.

D. Ongoing Operations Master Test Plan (Food and Cash)

1. The *Ongoing Operations Master Test Plan (Food and Cash)* shall address testing of changes to the food and cash EBT subsystem following the completion of the food and cash transition.
2. The *Ongoing Operations Master Test Plan (Food and Cash)* shall describe roles and responsibilities of the Contractor, State, county, and eligibility system consortia staff following completion of the food and cash transition.

E. Ongoing Operations Master Test Plan (add eWIC)

1. The *Ongoing Operations Master Test Plan (add eWIC)* shall address testing of changes to the food and cash and the eWIC EBT subsystems following the completion of the food and cash transition and the eWIC EBT Pilot.
2. The *Ongoing Operations Master Test Plan (add eWIC)* shall describe roles and responsibilities of the Contractor, State, county, local agency, eligibility system consortia, and eWIC MIS contractor staff following completion of the food and cash transition and the eWIC EBT Pilot.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

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5.36 Monthly Status Report

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Monthly Status Report</i>	2. DELIVERABLE NUMBER 36
3. DESCRIPTION/PURPOSE The <i>Monthly Status Report</i> provides a recap of activities conducted, activity status, issues, risks, project metrics, work authorization status, deliverable status, and status of corrective action plans for the current month.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. <i>Monthly Status Report</i> 1. During the food and cash transition and the eWIC EBT implementation, the <i>Monthly Status Reports</i> shall provide a monthly overview that provides a summary of: a) Deliverables, including the number of deliverables submitted on time, number of deliverables submitted late, number of deliverables in State review, number of deliverables accepted by the State, and number of deliverables returned by the State for revision. b) EBT host system development and testing activities. c) Retailer conversions and implementation activities. d) Cash access activities (food and cash transition only). e) County transition and administrative equipment activities (food and cash transition only). f) Local agency implementation activities (eWIC EBT implementation only). g) ARU and call center activities. h) Cardholder Website, Retailer Website, and cardholder mobile device application activities. i) Card activities. j) Training activities. k) Ticket management application and data warehouse application activities. 2. During the food and cash transition and the eWIC EBT implementation, the <i>Monthly Status Reports</i> shall also provide an activity summary, including: a) Activities completed during the month. b) Activities in progress. c) Activities planned for the next month.	

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- d) Late activities.
- e) Unplanned activities.
- 3. During Ongoing Operations, the *Monthly Status Reports* shall provide a monthly overview that provides a summary of incidents and/or EBT system changes that have impacted:
 - a) Cardholder access to benefits.
 - b) Counties and/or eligibility system consortia.
 - c) Local agencies or the eWIC MIS.
 - d) Retailers.
 - e) Cash access.
 - f) Settlement and reconciliation.
 - g) Customer service.
 - h) EBT operations.
 - f) USDA-FNS.
- 4. During Ongoing Operations, the *Monthly Status Reports* shall also provide a summary of:
 - a) System notifications submitted to the State.
 - b) Incident reports submitted to the State.
 - c) New, in-progress, and closed work authorizations.
 - d) New, in-progress, and closed tickets and deficiencies.
- 5. Additionally, during Ongoing Operations the *Monthly Status Reports* shall include:
 - a) Information about invoices submitted during the month.
 - b) Information about liquidated damages assessed during the month.
 - c) Number of Food and Cash Card cardstock and sleeves ordered by and delivered to counties.
 - d) Number of blank WIC Cards, pre-printed WIC Cards, and card sleeves ordered by and delivered to local agencies.
 - e) Food and Cash Card cardstock, blank WIC Card, and pre-printed WIC Card inventory.
 - f) Food and cash and WIC Cardholder training material inventory.
 - g) Number of Food and Cash and WIC Cards returned to the Sacramento Post Office Box.
 - h) Status of outstanding corrective action plan activities.
- 6. Each *Monthly Status Report* shall also provide the status of deliverables, including:
 - a) In-progress deliverables.
 - b) Deliverables submitted for State review.

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- c) Deliverables returned to the Contractor by the State.
- d) Late deliverables.
- 7. Each *Monthly Status Report* shall also provide the status of California EBT issues and risks.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards. Title, date, headers, and footers only.

5.37 Network and WIC Retailer Certification Plan

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Network Certification Plan</i> <i>Network and WIC Retailer Certification Plan</i> <i>Food and Cash Processor Interface Specification</i> <i>eWIC Processor Interface Specification</i>	2. DELIVERABLE NUMBER 37
3. DESCRIPTION/PURPOSE The <i>Network and WIC Retailer Certification Plan</i> describes the processes and procedures required to certify the EBT transaction processing network and WIC retailers. The <i>Network and WIC Certification Plan</i> describes all necessary activities and procedures for certifying and monitoring the EBT switch, the EBT-only acquirer, third-party processors, ATM networks, and WIC retailers. The <i>Network and WIC Certification Plan</i> includes certification procedures and Contractor-specific ANSI X9.58 and ANSI X9.93 Interface Specifications.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. Network Certification Plan 1. The <i>Network Certification Plan</i> shall describe the food and cash certification process for: <ul style="list-style-type: none">a) The EBT switch.b) The EBT-only POS acquirer.c) The wireless POS acquirer.d) Third-party processors that do not already process EBT transactions for the Contractor for other states.e) Third-party processors that already process EBT transactions for the	

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Contractor for other states.

2. The *Network Certification Plan* shall describe the performance monitoring process for the food and cash EBT switch, EBT-only POS acquirer, wireless POS acquirer, and third-party processors, including:
 - a) Monitoring compliance with timeliness, availability, and accuracy requirements set forth in Appendix A, EBT Services Contract: Exhibit A, Statement of Work (SOW) requirements, FNS regulations, and Quest[®] Operating Rules.
 - b) Conditions and process for de-certification.
 - c) Conditions and process for re-certification due to significant hardware or software modifications.
3. The *Network Certification Plan* shall contain appendices that provide individual certification procedures (Contractor format is acceptable) that will be provided to the EBT switch, EBT-only POS acquirer, wireless POS acquirer, and third-party processors.

B. Network and WIC Retailer Certification Plan

1. The *Network and WIC Retailer Certification Plan* shall update the information contained in the Network Certification Plan.
2. The *Network and WIC Retailer Certification Plan* shall describe the eWIC EBT certification process for:
 - a) The EBT switch.
 - b) The EBT-only POS acquirer.
 - c) The wireless POS acquirer.
 - d) Third-party processors that do not already process EBT transactions for the Contractor for other states.
 - e) Third-party processors that already process EBT transactions for the Contractor for other states.
 - f) WIC-authorized retailers with WIC-enabled ECR systems.
3. The *Network and WIC Retailer Certification Plan* shall describe the performance monitoring process for the eWIC EBT switch, EBT-only POS acquirer, wireless POS acquirer, third-party processors, and WIC-authorized retailers with WIC-enabled ECR systems, including:
 - a) Monitoring compliance with timeliness, availability, and accuracy requirements set forth in the SOW requirements, FNS regulations, and USDA-FNS Operating Rules for WIC EBT.
 - b) Conditions and process for de-certification.

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c) Conditions and process for re-certification due to significant hardware or software modifications.

4. The *Network and WIC Retailer Certification Plan* shall contain appendices that provide individual certification procedures that will be provided to the EBT switch, EBT-only POS acquirer, wireless POS acquirer, third-party processors, and WIC-authorized retailers with WIC-enabled ECR systems.

C. Food and Cash Processor Interface Specification

1. The *Food and Cash Processor Interface Specification* shall provide the Contractor's implementation of the ANSI X9.58 or ISO 8583 interface specification.
2. The Contractor shall submit a revised *Food and Cash Processor Interface Specification* prior to making any change to the Contractor's implementation of the ANSI X9.58 or ISO 8583 interface specification.

D. eWIC Processor Interface Specification

1. The *eWIC Processor Interface Specification* shall provide the Contractor's implementation of the ANSI X9.93 part 1 and part 2 interface specifications.
2. The Contractor shall submit a revised *eWIC Processor Interface Specification* prior to making any change to the Contractor's implementation of the ANSI X9.93 part 1 and part 2 interface specifications.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards. Contractor format is acceptable for certification procedures and processor interface specifications.

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5.38 Operational Readiness Review Checklist

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Food and Cash Operational Readiness Review Checklist</i> <i>eWIC EBT Pilot Operational Readiness Review Checklist</i> <i>eWIC EBT Regional Implementation Operational Readiness Review Checklist</i>	2. DELIVERABLE NUMBER 38
3. DESCRIPTION/PURPOSE Each <i>Operational Readiness Review Checklist</i> identifies all key activities that must be completed and conditions that must be met before food and cash cutover, eWIC EBT Pilot operations, and eWIC EBT operations in each implementation region can occur.	
4. IS A DED REQUIRED? Yes. The Contractor shall provide a template for each <i>Operational Readiness Review Checklist</i> .	
5. CONTENT REQUIREMENT A. <i>Food and Cash Operational Readiness Review Checklist</i> <ol style="list-style-type: none">1. The <i>Food and Cash Operational Readiness Review Checklist</i> shall identify critical tasks that must be completed prior to the start of food and cash cutover.2. The <i>Food and Cash Operational Readiness Review Checklist</i> shall include the following categories of tasks:<ol style="list-style-type: none">a) Food and cash EBT host system.b) Primary data center.c) Backup data center.d) TPPs/network.e) ARU.f) Call centers.g) Web applications.h) Technical support.i) Settlement and reconciliation.j) Retailer readiness.k) Retailer equipment support.l) Administrative equipment support.	

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- m) Food and Cash Cards.
 - n) Contractor and subcontractor staffing.
 - o) Counties.
 - p) Eligibility system consortia.
3. The *Food and Cash Operational Readiness Review Checklist* shall identify Contractor staff as the owner of each category.
 4. The *Food and Cash Operational Readiness Review Checklist* shall include a column to track the status of the task.
 5. The *Food and Cash Operational Readiness Review Checklist* shall include a column to record task comments.

B. eWIC EBT Pilot Operational Readiness Review Checklist

1. The *eWIC EBT Pilot Operational Readiness Review Checklist* shall identify critical tasks that must be completed prior to the start of eWIC EBT Pilot operations.
2. The *eWIC EBT Pilot Operational Readiness Review Checklist* shall include the following categories of tasks, including but not limited to:
 - a) eWIC EBT host system.
 - b) Primary data center.
 - c) Backup data center.
 - d) TPPs/network.
 - e) ARU.
 - f) Call centers.
 - g) Web applications.
 - h) Technical support.
 - i) Settlement and reconciliation.
 - j) Retailer readiness.
 - k) Retailer equipment support.
 - l) WIC Cards.
 - m) Contractor and subcontractor staffing.
 - n) Local agencies.
 - o) eWIC MIS.
3. The *eWIC EBT Pilot Operational Readiness Review Checklist* shall identify the owner(s) of each category.

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4. The *eWIC EBT Pilot Operational Readiness Review Checklist* shall include a column to track the status of the task.
5. The *eWIC EBT Pilot Operational Readiness Review Checklist* shall include a column to record task comments.

C. *eWIC EBT Regional Implementation Operational Readiness Review Checklist*

1. The *eWIC EBT Regional Implementation Operational Readiness Review Checklist* shall identify critical tasks that must be completed prior to the start of eWIC EBT operations in each implementation region.
2. The *eWIC EBT Regional Implementation Operational Readiness Review Checklist* shall include the following categories of tasks, including but not limited to:
 - a) eWIC EBT host system.
 - b) TPPs/network.
 - c) Call centers
 - d) Retailer readiness.
 - e) Contractor and subcontractor staffing.
 - f) Local agencies readiness.
 - g) eWIC MIS.
3. The *eWIC EBT Regional Implementation Operational Readiness Review Checklist* shall identify the owner(s) of each category.
4. The *eWIC EBT Regional Implementation Operational Readiness Review Checklist* shall include a column to track the status of the task.
5. The *eWIC EBT Regional Implementation Operational Readiness Review Checklist* shall include a column to record task comments.

6. PREPARATION INSTRUCTIONS

The Contractor shall deliver *Operational Readiness Review Checklists* as Microsoft Excel files.

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5.39 Project Management Plan

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Project Management Plan (Transition Services)</i> <i>Project Management Plan (add Implementation Services)</i> <i>Project Management Plan (Ongoing Operations)</i> <i>Contractor Escalation Chart</i>	2. DELIVERABLE NUMBER 39
3. DESCRIPTION/PURPOSE The <i>Project Management Plan</i> describes the Contractor's overall project management methodology and associated processes to manage all aspects of California EBT Services, including roles and responsibilities, communications, schedule/workplan management, work breakdown structure, scope, requirements management, and issue management and escalation.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. <i>Project Management Plan (Transition Services)</i> <ol style="list-style-type: none">1. The <i>Project Management Plan (Transition Services)</i> shall describe the Contractor's overall project management methodology and associated processes to managing all Contractor activities during the food and cash transition.2. The <i>Project Management Plan (Transition Services)</i> shall describe the standards upon which the Contractor's <i>Project Management Plan</i> is based.3. The <i>Project Management Plan (Transition Services)</i> shall describe the internal and external standards that will be employed in the execution of the Plan.4. The <i>Project Management Plan (Transition Services)</i> shall describe the roles and responsibilities of Contractor staff, supporting organizations, and subcontractors/partners.5. The <i>Project Management Plan (Transition Services)</i> shall describe the Contractor's organizational structure as it relates to California EBT Services.6. The <i>Project Management Plan (Transition Services)</i> shall include the Contractor's Communication Plan for the project including a description of the Contractor's formal and informal internal and external communications processes to keep the project resources informed of project status, workplan status, issues, risks, and other project information.7. The <i>Project Management Plan (Transition Services)</i> shall describe the Contractor's schedule (workplan) management processes and procedures including:	

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- a) Types of workplans that the Contractor will develop and maintain.
 - b) How the project workplans will be developed and controlled.
 - c) How resources will be assigned and leveled.
 - d) How the workplans will be managed, including updates and versioning (these procedures can be included as an appendix).
 - e) Types of workplan reports the Contractor will generate and use to manage the workplan(s).
 - f) Types of analysis (e.g., critical path) the Contractor will perform on a regular basis to ensure the workplan is realistic.
 - g) How the Contractor's schedule management process will integrate and comply with the State's Schedule Management Plan.
8. The *Project Management Plan (Transition Services)* shall describe the work breakdown structure the Contractor will use to manage Contractor activities. The project workplans will be based on this *Project Management Plan (Transition Services)*.
 9. The *Project Management Plan (Transition Services)* shall describe the Contractor's requirements management approach for managing and tracking the implementation of all project requirements.
 10. The *Project Management Plan (Transition Services)* shall describe the Contractor's escalation process.
 11. The *Project Management Plan (Transition Services)* shall describe key processes and/or other plans that will be used to manage Contractor activities.
 12. The *Project Management Plan (Transition Services)* shall include a subcontractor management plan that describes in detail how the Contractor will manage its subcontractor's work and work products.
 13. The *Project Management Plan (Transition Services)* shall describe the Contractor's success criteria for the project and major components of the project that are the Contractor's responsibility.
 14. The *Project Management Plan (Transition Services)* shall include forms and/or detailed procedures that will be used in support of the processes described within the *Project Management Plan*.
 15. The *Project Management Plan (Transition Services)* shall describe how the project management practices described in the plan will change during implementation of the eWIC EBT subsystem.
 16. The *Project Management Plan (Transition Services)* shall describe how the project management practices described in the plan will change during Ongoing Operations of the food and cash EBT and eWIC EBT subsystems.
 17. The *Project Management Plan (Transition Services)* shall include a project team directory as an appendix.

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B. Project Management Plan (add Implementation Services)

1. The *Project Management Plan (add Implementation Services)* shall be an update to *Project Management Plan (Transition Services)* for the addition of eWIC EBT implementation.
2. The *Project Management Plan (add Implementation Services)* shall describe the Contractor's overall project management methodology and associated processes to manage Contractor activities during the food and cash transition and the eWIC EBT implementation.

C. Project Management Plan (Ongoing Operations)

1. The *Project Management Plan (Ongoing Operations)* shall be an update to add Implementation Services for the EBT system during Ongoing Operations.
2. The Contractor shall remove food and cash transition-specific and eWIC EBT implementation-specific information from the *Project Management Plan (Ongoing Operations)*.
3. The *Project Management Plan (Ongoing Operations)* shall describe the Contractor's overall project management methodology and associated processes to manage all Contractor activities during food and cash and eWIC EBT Ongoing Operations.

D. Contractor Escalation Chart

1. All versions of the *Project Management Plan* shall include a *Contractor Escalation Chart* that provides point-of-contact information for escalation of California EBT Services issues, including:
 - a) Name
 - b) Title
 - c) Telephone number(s)
 - d) E-mail address
 - e) Primary office location
2. The Contractor shall provide an updated *Contractor Escalation Chart* to the State within ten (10) business days following any personnel change that affect the *Contractor Escalation Chart*.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

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5.40 Quality Assurance Plan

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Quality Assurance Plan (Transition Services)</i> <i>Quality Assurance Plan (add Implementation Services)</i> <i>Quality Assurance Plan (Ongoing Operations)</i>	2. DELIVERABLE NUMBER 40
3. DESCRIPTION/PURPOSE The <i>Quality Assurance Plan</i> describes the Contractor's approach to ensuring quality for all aspects of California EBT Services. The <i>Quality Assurance Plan</i> describes the Contractor's quality assurance tasks and activities throughout the project, the types of reviews that are conducted, and the types of metrics that are collected.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. <i>Quality Assurance Plan (Transition Services)</i> <ol style="list-style-type: none">1. The <i>Quality Assurance Plan (Transition Services)</i> shall describe the Contractor's approach to quality management during the food and cash transition.2. The <i>Quality Assurance Plan (Transition Services)</i> shall describe the standards upon which the Contractor's Quality Assurance Plan is based.3. The <i>Quality Assurance Plan (Transition Services)</i> shall describe the internal and external standards (e.g., coding, design, commentary [programming], documentation, and testing standards) that will be employed in the execution of the <i>Quality Assurance Plan</i>.4. The <i>Quality Assurance Plan (Transition Services)</i> shall describe the roles and responsibilities of Contractor staff as they relate to quality assurance.5. The <i>Quality Assurance Plan (Transition Services)</i> shall describe the Contractor's organizational structure as it relates to quality assurance of the project.6. The <i>Quality Assurance Plan (Transition Services)</i> shall describe the quality reviews that the Contractor will conduct for the food and cash EBT subsystem, such as software design reviews (e.g., preliminary design review, detailed design review, test readiness review), system transition reviews (e.g., retailer readiness, county readiness, system cutover Go/No-go decision meeting), schedule reviews, and documentation reviews.7. The <i>Quality Assurance Plan (Transition Services)</i> shall describe the types of project metrics the Contractor will collect, track, trend, and analyze.	

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8. The *Quality Assurance Plan (Transition Services)* shall describe quality assurance activities as they relate to food and cash EBT subsystem testing.
9. The *Quality Assurance Plan (Transition Services)* shall describe how the Contractor will ensure quality of work products, including but not limited to deliverable documents, developed and delivered by the Contractor's subcontractors/partners.
10. The *Quality Assurance Plan (Transition Services)* shall describe the tools used to support the Contractor's quality assurance tasks and activities.
11. The *Quality Assurance Plan (Transition Services)* shall describe how the *Quality Assurance Plan* relates to other Contractor plans (e.g., test plan, configuration management plan).
12. The *Quality Assurance Plan (Transition Services)* shall describe how the Contractor will communicate with the State regarding quality issues and the types of quality statistics/reports the Contractor will provide the State.

B. Quality Assurance Plan (add Implementation Services)

1. The *Quality Assurance Plan (add Implementation Services)* shall be an update to Transition Services and include the addition of eWIC EBT implementation.
2. The *Quality Assurance Plan (add Implementation Services)* shall describe the Contractor's approach to quality management during the eWIC EBT implementation.

C. Quality Assurance Plan (Ongoing Operations)

1. The *Quality Assurance Plan (Ongoing Operations)* shall be an update to the *Quality Assurance Plan (add Implementation Services)* for the EBT system during Ongoing Operations.
2. The Contractor shall remove food and cash transition-specific and eWIC EBT implementation-specific information from the *Quality Assurance Plan (Ongoing Operations)*.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

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5.41 Regression Test Scripts

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Food and Cash EBT Regression Test Scripts</i> <i>eWIC EBT Regression Test Scripts</i>	2. DELIVERABLE NUMBER 41
3. DESCRIPTION/PURPOSE The <i>Regression Test Scripts</i> describe the comprehensive regression tests that are performed by the Contractor when changes are made to the EBT host systems.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. General Requirements <ol style="list-style-type: none">1. <i>Regression Test Scripts</i> shall be divided into functional areas with one or more test case(s) each.2. Each test case in the <i>Regression Test Scripts</i> shall have a unique identifier.3. For each test case, the <i>Regression Test Scripts</i> shall provide step-by-step procedural instructions for the test, including all inputs, prompt messages displayed, and the relationships between the inputs, tester's actions, analysis to be done of the output, and expected results.4. The Contractor shall update the <i>Regression Test Scripts</i> when changes are made to EBT host system functions and when new functions are added to the EBT host system.5. The Contractor shall add additional test cases to the <i>Regression Test Scripts</i> when deficiencies are identified in test or production that could have been identified during regression testing. B. Food and Cash EBT Regression Test Scripts <ol style="list-style-type: none">1. The <i>Food and Cash EBT Regression Test Scripts</i> shall contain test cases that demonstrate that all food and cash EBT host system functions operate as specified in requirements and design documentation.2. The Contractor shall provide revised <i>Food and Cash EBT Regression Test Scripts</i> within thirty (30) calendar days following implementation of a change to the food and cash EBT subsystem that necessitates a change or addition to the regression tests.	

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C. eWIC EBT Regression Test Scripts

1. The *eWIC EBT Regression Test Scripts* shall contain test cases that demonstrate that all eWIC EBT host system functions operate as specified in requirements and design documentation.
2. The Contractor shall provide revised *eWIC EBT Regression Test Scripts* within thirty (30) calendar days following implementation of a change to the eWIC EBT subsystem that necessitates a change or addition to the regression tests.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.42 Reports Catalog

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Reports Catalog (Food and Cash)</i> <i>Reports Catalog (add eWIC)</i>	2. DELIVERABLE NUMBER 42
3. DESCRIPTION/PURPOSE The <i>Reports Catalog</i> describes all reports produced by the EBT system that are available to State, counties, and local agencies.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. <i>Reports Catalog (Food and Cash)</i> <ol style="list-style-type: none">1. The <i>Reports Catalog (Food and Cash)</i> shall provide a description of all reports created during the food and cash transition.2. The <i>Reports Catalog (Food and Cash)</i> shall provide general information about EBT reports, including:<ol style="list-style-type: none">a) Available report file types.b) Report file naming conventions.c) Report formatting conventions.d) Timing of report availability.3. The <i>Reports Catalog (Food and Cash)</i> shall include tables of all reports organized by frequency of issuance (e.g., daily, weekly, monthly, quarterly, and annually) that include:	

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- a) Report title.
 - b) Report generation date and time.
 - c) Report source.
 - d) Report number.
 - e) Report file name.
 - f) Administrative Application security roles that can access the report.
4. The *Reports Catalog (Food and Cash)* shall include sections organized by frequency of issuance (e.g., daily, weekly, monthly, quarterly, and annually) that provide detailed descriptions of each report, including:
 - a) Description.
 - b) Grouping and sorting.
 - c) Time period.
 - d) Intended use.
 - e) Description of each data element.
 - f) Sample page(s) of the Portable Document Format (PDF) version of the report that show(s) detail and summary data.
5. The Contractor shall redact production data in report samples that appear in the *Reports Catalog (Food and Cash)*.
6. The Contractor shall exclude detailed descriptions of fraud reports identified by the State from the main sections in the *Reports Catalog (Food and Cash)* and put them in an appendix to the *Reports Catalog (Food and Cash)*.

B. Reports Catalog (add eWIC)

1. The *Reports Catalog (add eWIC)* shall update information from the *Reports Catalog (Food and Cash)*.
2. The *Reports Catalog (add eWIC)* shall provide a description of all reports created during the food and cash transition and the eWIC EBT implementation.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

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5.43 Requirements Specification

DATA ITEM DESCRIPTION	
ORP1. DELIVERABLE NAME <i>Requirements Specification (Food and Cash)</i> <i>Requirements Specification (add eWIC)</i> <i>Requirements Specification (Ongoing Operations)</i>	2. DELIVERABLE NUMBER 43
3. DESCRIPTION/PURPOSE <p>The Requirements Specification describes California-specific requirements of the Contractor's EBT system that are not included in the Statement of Work. The Requirements Specification includes derived requirements that are necessary to meet a State or Contractor-provided requirement but which are not explicitly stated, including clarification of existing requirements, definition of parameters contained in existing requirements, and requirements specific to the Contractor's EBT system.</p> <p>Requirements contained in the Statement of Work will be referenced, but should not be repeated in the Requirements Specification without further clarification. The Requirements Specification supplements, but does not supersede, the requirements contained in the Statement of Work.</p>	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. Requirements Specification (Food and Cash) <ol style="list-style-type: none">1. The <i>Requirements Specification (Food and Cash)</i> shall be organized using the section headings in the Statement of Work.2. The <i>Requirements Specification (Food and Cash)</i> shall contain derived requirements for EBT system components that will be implemented during the food and cash transition that:<ol style="list-style-type: none">a) Clarify requirements contained in the Statement of Work.b) Define parameters for requirements contained in the Statement of Work.c) Provide requirements specific to the Contractor's implementation of the EBT system that are not contained in the Statement of Work.3. Derived requirements shall include applicable references to requirements contained in the Statement of Work. B. Requirements Specification (add eWIC) <ol style="list-style-type: none">1. The <i>Requirements Specification (add eWIC)</i> shall update information from the Requirements Specification (Food and Cash).	

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2. The *Requirements Specification (add eWIC)* shall include derived requirements for EBT system and eWIC MIS interface components that will be implemented during the eWIC EBT implementation.

C. Requirements Specification (Ongoing Operations)

1. The *Requirements Specification (Ongoing Operations)* shall contain derived requirements for components of the EBT system following completion of the food and cash transition and the eWIC EBT Pilot operations.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.44 Retailer and Third-Party Processor Agreement Packages

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Third-Party Processor Agreement Packages (Food and Cash)</i> <i>Third-Party Processor Agreement Package (add eWIC)</i> <i>Retailer Agreement Package (Food and Cash)</i> <i>Retailer Agreement Package (add eWIC)</i>	2. DELIVERABLE NUMBER 44
3. DESCRIPTION/PURPOSE Retailer and Third-Party Processor Agreement Packages document the materials provided by the Contractor to retailers and third-party processors that apply for processing of California EBT transactions.	
4. IS A DED REQUIRED? Yes. The DED shall list the materials that will be contained in each Retailer and Third-Party Processor Agreement Package.	
5. CONTENT REQUIREMENT A. Third-Party Processor Agreement Package (Food and Cash) <ol style="list-style-type: none">1. The <i>Third-Party Processor Agreement Package (Food and Cash)</i> shall include all printed material, in all supported languages, provided to TPPs that is connected, or has requested to be connected, directly to the EBT switch, including the TPP agreement, associated forms, and other material provided to TPPs. B. Third-Party Processor Agreement Package (add eWIC) <ol style="list-style-type: none">1. The <i>Third-Party Processor Agreement Package (add eWIC)</i> shall update the <i>Third-Party Processor Agreement Package (Food and Cash)</i> for changes made with the addition of eWIC EBT.	

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2. The Contractor shall provide and update the *Third-Party Processor Agreement Package* prior implementing any changes to the Third-Party Processor Agreement Package materials.

C. Retailer Agreement Packages (Food and Cash)

1. The *Retailer Agreement Packages (Food and Cash)* shall include all printed material, in all supported languages, provided to retailers that are provided or have requested EBT-only or wireless POS devices, including: the retailer agreement, associated forms, equipment rider, signage, POS user's manuals, manual voucher instructions, training materials, and other materials provided to retailers.
2. The *Retailer Agreement Packages (Food and Cash)* shall identify the initial materials provided and materials provided with equipment to:
 - a) Retailers provided with EBT-only POS devices for food and/or cash transactions.
 - b) Retailers provided with wireless POS devices for food and/or cash transactions.
 - c) FNS-authorized retailers that are not provided POS devices.

D. Retailer Agreement Packages (add eWIC)

1. The *Retailer Agreement Packages (add eWIC)* shall update the *Retailer Agreement Packages (Food and Cash)* for changes made with the addition of eWIC EBT.
2. The *Retailer Agreement Packages (Food and Cash)* shall identify the initial materials provided and materials provided with equipment to:
 - a) Retailers provided with EBT-only POS devices for food and/or cash transactions only.
 - b) Retailers provided with EBT-only POS devices for WIC EBT transactions.
 - c) Retailers provided with wireless POS devices for food and/or cash transactions only.
 - d) Retailers provided with wireless POS devices for WIC EBT transactions only.
 - e) FNS-authorized retailers participating in food redemption but not participating in WIC, and were not provided with POS devices.
 - f) WIC-authorized retailers that are not provided with POS devices for WIC EBT transactions.
3. The Contractor shall provide and update the Retailer Agreement Packages prior to implementing any changes to the materials in the Third-Party Processor

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Office of Systems Integration (OSI)

California Electronic Benefit Transfer (EBT)

Agreement Packages.

6. PREPARATION INSTRUCTIONS

Contractor format is acceptable. The Contractor shall deliver Retailer and Third-Party Processor Agreement Packages in Adobe® Reader format. The Contractor shall provide samples of each item in the Retailer and Third-Party Processor Agreement Packages to the State.

5.45 Retailer Conversion Plan

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Food and Cash Retailer Conversion Plan</i> <i>eWIC EBT Retailer Conversion Plan</i> <i>eWIC EBT Regional Retailer Enablement Plans</i>	2. DELIVERABLE NUMBER 45
3. DESCRIPTION/PURPOSE Each Retailer Conversion Plan describes the approach and activities to convert California food and cash retailers from the incumbent EBT contractor to the Contractor during the food and cash transition period and convert WIC-authorized retailers to eWIC EBT during the eWIC EBT implementation period.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. Food and Cash Retailer Conversion Plan <ol style="list-style-type: none">1. The <i>Food and Cash Retailer Conversion Plan</i> shall describe the conversion methodology, including conversion objectives; POS infrastructure and TPP recertification; retailer-related ARU functionality; retailer equipment installation and training; and manual voucher processing during the food and cash transition.2. The <i>Food and Cash Retailer Conversion Plan</i> shall describe retailer conversion activities, including but not limited to:<ol style="list-style-type: none">a) Notifications to financial institutions; development of acquirer agreements; gateway switching services; and recertification of TPPs, acquirers, and networks during the food and cash transition.b) Development and use of a current FNS-authorized retailer database.c) Development and distribution of required federal notices and other retailer communications for TPPs, EBT-only retailers, and wireless retailers during the food and cash transition.	

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- d) Development and distribution of retailer agreement packages for EBT-only retailers, integrated retailers, and wireless retailers during the food and cash transition.
 - e) Executing agreements with EBT-only and wireless retailers during the food and cash transition.
 - f) Installing and testing of EBT-only and wireless equipment during the food and cash transition.
 - g) Ensuring sufficient cash access following the food and cash cutover.
3. The *Food and Cash Retailer Conversion Plan* shall describe training to be provided to EBT-only and wireless retailers during the food and cash transition.
 4. The *Food and Cash Retailer Conversion Plan* shall describe quality assurance and risk management activities during retailer conversion during the food and cash transition.
 5. The *Food and Cash Retailer Conversion Plan* shall describe transaction processing before and after the food and cash cutover, including exception processing.
 6. The *Food and Cash Retailer Conversion Plan* shall provide a schedule for retailer conversion during the food and cash transition.
 7. The *Food and Cash Retailer Conversion Plan* shall describe the Contractor's level of presence and support at retailer locations throughout the food and cash transition period and during the food and cash cutover.
 8. The *Food and Cash Retailer Conversion Plan* shall describe retailer system downtime notification and transaction processing during the food and cash cutover.

B. eWIC EBT Retailer Conversion Plan

1. The *eWIC EBT Retailer Conversion Plan* shall describe the conversion methodology, including conversion objectives; POS infrastructure and TPP recertification; retailer-related ARU functionality; retailer equipment installation and training; and manual voucher processing during the eWIC EBT implementation.
2. The *eWIC EBT Retailer Conversion Plan* shall describe eWIC EBT Retailer conversion activities, including but not limited to:
 - a) Notifications to financial institutions, development of acquirer agreements, gateway switching services, and recertification of TPPs, acquirers and networks during the eWIC EBT implementation.
 - b) Loading data from the eWIC MIS retailer database.
 - c) Development and distribution of required federal notices and other retailer

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- communications for TPPs and WIC-authorized retailers during the eWIC EBT implementation.
 - d) Development and distribution of retailer agreement packages for EBT-only retailers, integrated retailers, and wireless WIC-authorized retailers during the eWIC EBT implementation.
 - e) Executing agreements with EBT-only and wireless WIC-authorized retailers during the eWIC EBT implementation.
 - f) Installing and testing EBT-only and wireless equipment during the eWIC EBT implementation.
 - g) Assisting WIC-authorized retailers with necessary upgrades to ECR systems to support WIC transactions.
 - h) Certifying WIC-authorized retailers that will use ECR systems for WIC transactions.
3. The *eWIC EBT Retailer Conversion Plan* shall describe training to be provided to WIC-authorized retailers with EBT-only and wireless POS devices and retailers with WIC-enabled ECR systems during the eWIC EBT implementation, including but not limited to:
- a) Major training tasks and milestones.
 - b) Scheduled training events.
 - c) Training roles and responsibilities.
 - d) Recommended training curricula.
 - e) Training methodologies.
4. The *eWIC EBT Retailer Conversion Plan* shall describe quality assurance and risk management activities during WIC-authorized retailer conversion throughout the eWIC EBT implementation.
5. The *eWIC EBT Retailer Conversion Plan* shall provide a schedule for WIC-authorized retailer conversion during the eWIC EBT implementation.
6. The *eWIC EBT Retailer Conversion Plan* shall describe the Contractor's level of presence and support at WIC-authorized retailer locations throughout the eWIC EBT implementation.

C. eWIC EBT Regional Retailer Enablement Plans

1. The *eWIC EBT Regional Retailer Enablement Plans* for the Pilot local agency and each implementation region shall describe the Contractor's approach to enabling existing WIC-authorized retailers to accept WIC EBT transaction, including, but not limited to:
- a) Enabling existing retailer ECR systems to process WIC transactions.

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- b) Certifications of retailers that use ECR systems to process WIC transactions.
 - c) Deployment of EBT-only and wireless POS devices.
 - d) Retailer training.
 - e) Use of State and Contractor resources.
2. The *eWIC EBT Regional Retailer Enablement Plans* for the Pilot local agency and each implementation region shall describe the Contractor tasks required to enable existing WIC-authorized retailers to accept WIC EBT transactions.
3. The *eWIC EBT Regional Retailer Enablement Plans* for the Pilot local agency and each implementation region shall include:
- a) Identification of retailers that will use an ECR system to process WIC transactions.
 - b) Identification of retailers that will be provided EBT-only or wireless POS devices, including the number devices to be provided for each retailer.
 - c) Retailer certification status and timeline for achieving certification of all WIC-authorized retailers that will use an ECR system to process WIC transactions.
 - d) Timeline for deployment of EBT-only and wireless POS devices.
 - e) The *eWIC EBT Regional Retailer Enablement Plans* for the implementation regions shall incorporate lessons learned from the eWIC EBT Pilot.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

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5.46 Retailer Management Plan

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Retailer Management Plan (Food and Cash)</i> <i>Retailer Management Plan (add eWIC)</i>	2. DELIVERABLE NUMBER 46
3. DESCRIPTION/PURPOSE <p>The <i>Retailer Management Plan</i> describes the Contractor's approach to managing EBT-only, wireless, and integrated retailers during Ongoing Operations. The <i>Retailer Management Plan</i> includes processes for enrolling new EBT-only, wireless, and integrated retailers, retailer training, retailer training materials, deployment of EBT-only and wireless equipment, recovery of equipment, retailer customer service support for resolving retailer issues, and processes used by the Contractor to comply with FNS regulations and requirements. For food and cash, the <i>Retailer Management Plan</i> also includes an overview of cash access and processes used by the Contractor to comply with the Quest[®] Operating Rules. For eWIC EBT, the <i>Retailer Management Plan</i> also includes an overview of the WIC retailer certification processes, a description of how retailers will access the WIC APL, and processes used by the Contractor to comply with the USDA-FNS Operating Rules for WIC EBT.</p> <p><i>eWIC EBT Regional Retailer Enablement Plans</i> describe the Contractor's approach to enabling existing WIC-authorized retailers in the eWIC Pilot local agency and each eWIC implementation region to accept WIC EBT transactions. The <i>eWIC EBT Regional Retailer Enablement Plans</i> identifies the WIC-authorized retailers and tasks necessary to enable those retailers to accept WIC EBT transactions in the eWIC Pilot local agency and each eWIC implementation region.</p>	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. <i>Retailer Management Plan (Food and Cash)</i> 1. The <i>Retailer Management Plan (Food and Cash)</i> shall describe the Contractor's processes for: a) Monitoring of new and deauthorized food retailers using data in the FNS REDE file. b) Enrollment of new FNS-authorized retailers that qualify for EBT-only or wireless POS devices. c) Enrollment of retailers that do not qualify for EBT-only or wireless POS devices. d) Providing EBT-only POS devices to support cash access.	

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- e) Leasing EBT-only and wireless POS devices to retailers that do not qualify for free POS equipment.
 - f) Monitoring EBT-only and wireless equipment including inventory reports, deployment of equipment, and recovery of equipment.
 - g) Providing training to new retailers including training materials and methods of training for EBT-only, wireless, and integrated retailers.
 - h) Terminating contracts with EBT-only and wireless retailers and recovering equipment from retailers who are deauthorized by the FNS, who chose to close their business, who are not using EBT-only or wireless equipment, or who have withdrawn from the Supplemental Nutrition Assistance Program (SNAP).
 - i) Monitoring retailer redemption and responding to State inquiries on retailer redemptions.
 - j) Monitoring the integrity of transaction data received from FNS-authorized retailers and cash access locations.
 - k) Retailer customer service support, including resolving retailer equipment and balancing issues.
 - l) Monitoring and providing information to non-traditional retailers, such as farmers' markets or FNS-authorized restaurants.
 - m) Blocking cash access at restricted locations.
2. The *Retailer Management Plan (Food and Cash)* shall identify the content of the retailer agreement packages provided to EBT-only, wireless, and integrated retailers.

B. Retailer Management Plan (add eWIC)

- 1. The *Retailer Management Plan (add eWIC)* shall update the *Retailer Management Plan (Food and Cash)* including updates to processes that account for the addition of eWIC EBT.
- 2. The *Retailer Management Plan (add eWIC)* shall describe the Contractor's processes for:
 - a) Monitoring of new and deauthorized WIC retailers using data received from the eWIC MIS.
 - b) Enrollment of new WIC-authorized retailers that qualify for EBT-only or wireless POS devices.
 - c) Enrollment of WIC-authorized retailers that will use an ECR for WIC transactions.
 - d) Certifying retailer ECR systems for WIC EBT.

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- e) Providing training to new WIC-authorized retailers, including training materials and methods of training for EBT-only, wireless, and integrated retailers, as well as use of WIC Cards; policy and procedural steps; daily settlement and reconciliation; and file handling requirements (e.g., periodic downloads of APL, Hot Card List [HCL] or other files).
 - f) Terminating contracts with EBT-only and wireless retailers and recovering equipment from WIC retailers deauthorized by the State, who chose to close their business, who are not using EBT-only or wireless equipment, or who have withdrawn from the WIC Program.
 - g) Monitoring the integrity of transaction data received from WIC-authorized retailers.
 - h) Maintaining the eWIC APL and the Not to Exceed (NTE) pricing, and making the APL available to retailers using data from the eWIC MIS.
3. The *Retailer Management Plan (add eWIC)* shall identify the content of the retailer agreement packages provided to EBT-only, wireless, and integrated WIC-authorized retailers.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.47 Risk Management Plan

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Risk Management Plan (Transition Services)</i> <i>Risk Management Plan (add Implementation Services)</i> <i>Risk Management Plan (Ongoing Operations)</i>	2. DELIVERABLE NUMBER 47
3. DESCRIPTION/PURPOSE The <i>Risk Management Plan</i> describes the Contractor's processes for identifying, analyzing, tracking, controlling, and reporting project risks.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. <i>Risk Management Plan (Transition Services)</i> <ul style="list-style-type: none">1. The <i>Risk Management Plan (Transition Services)</i> shall describe the Contractor's overall risk management approach to the food and cash transition.2. The <i>Risk Management Plan (Transition Services)</i> shall describe the roles and	

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responsibilities of the participants in the Contractor's risk management process.

3. The *Risk Management Plan (Transition Services)* shall describe the Contractor's risk identification approach, including the method for conducting formal and informal risk identification reviews and how candidate risks are documented and validated.
4. The *Risk Management Plan (Transition Services)* shall describe how risks are analyzed, including who performs the analysis, what types of analyses are performed, how the results of the analysis are reviewed, and how decisions to accept or reject a risk are made, including but not limited to:
 - a) How risk categorization is performed.
 - b) How impact analysis is performed.
 - c) How risks are reviewed against established risk tolerance.
 - d) How risk rankings are reviewed.
 - e) How risks are accepted.
5. The *Risk Management Plan (Transition Services)* shall describe the Contractor's risk planning approach, including but not limited to:
 - a) How risk mitigation and contingency plans are developed.
 - b) How the mitigation and contingency plans are reviewed and updated.
6. The *Risk Management Plan (Transition Services)* shall describe how risk mitigation plans are implemented and how triggering events are monitored.
7. The *Risk Management Plan (Transition Services)* shall describe how risks are tracked and controlled, including how risk status is reported, how risk status is changed, how mitigation/contingency plans are updated, and how risks are retired.
8. The *Risk Management Plan (Transition Services)* shall describe how the Contractor communicates risks to project stakeholders, including risk escalation.
9. The *Risk Management Plan (Transition Services)* shall describe risk management tools and/or databases used by the Contractor to manage project risks.

B. Risk Management Plan (add Implementation Services)

1. The *Risk Management Plan (add Implementation Services)* shall be an update to the *Risk Management Plan (Transition Services)* for the addition of eWIC EBT implementation.
2. The *Risk Management Plan (add Implementation Services)* shall describe the Contractor's overall risk management approach for the food and cash transition and the eWIC EBT implementation.

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C. Risk Management Plan (Ongoing Operations)

1. The *Risk Management Plan (Ongoing Operations)* shall be an update to the *Risk Management Plan (add Implementation Services)* for the EBT system during Ongoing Operations.
2. The Contractor shall remove food and cash transition-specific and eWIC EBT implementation-specific information from the *Risk Management Plan (Ongoing Operations)*.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.48 Settlement and Reconciliation Guide

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Settlement and Reconciliation Guide (Food and Cash)</i> <i>Settlement and Reconciliation Guide (add eWIC)</i>	2. DELIVERABLE NUMBER 48
3. DESCRIPTION/PURPOSE The <i>Settlement and Reconciliation Guide</i> describes how EBT transactions are processed, settled, and reconciled each day. The <i>Settlement and Reconciliation Guide</i> includes settlement and reconciliation roles and responsibilities for the Contractor, retailers, TPPs, FNS, counties, and State agencies.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. Settlement and Reconciliation Guide (Food and Cash) <ol style="list-style-type: none">1. The <i>Settlement and Reconciliation Guide (Food and Cash)</i> shall describe the roles and responsibilities of each of the parties involved in the settlement and reconciliation process for food and cash EBT.2. The <i>Settlement and Reconciliation Guide (Food and Cash)</i> shall describe the process flow for food and cash EBT transactions (e.g., retailer, acquirer, TPP, etc.).3. The <i>Settlement and Reconciliation Guide (Food and Cash)</i> shall describe food and cash settlement activities across various parties, including but not limited to:<ol style="list-style-type: none">a) Settlement and reconciliation functions.b) Automated Clearing House (ACH) file processing.	

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- c) Holiday (including Federal Reserve Bank Holiday) ACH transaction processing.
 - d) Timing of ACH posting to county bank accounts.
 - e) Retailer/TPP settlement and reconciliation.
 - f) Manual voucher settlement.
- 4. The *Settlement and Reconciliation Guide (Food and Cash)* shall describe the food and cash settlement and reconciliation process followed by the Contractor, including:
 - a) Overall food and cash settlement flow.
 - b) Cash settlement flow.
 - c) Food settlement flow.
 - d) Settlement of adjustments.
 - e) Quality assurance and risk management.
 - f) Contingency planning.
- 5. The *Settlement and Reconciliation Guide (Food and Cash)* shall describe federal and State processes for food and cash benefit settlement verification.
- 6. The *Settlement and Reconciliation Guide (Food and Cash)* shall describe the process for failed federal and county settlement.
- 7. The *Settlement and Reconciliation Guide (Food and Cash)* shall provide samples of reports and Administrative Application screens used in the food and cash settlement process.

B. Settlement and Reconciliation Guide (add eWIC)

- 1. The *Settlement and Reconciliation Guide (add eWIC)* shall update information from the *Settlement and Reconciliation Guide (Food and Cash)*.
- 2. The *Settlement and Reconciliation Guide (add eWIC)* shall include all content required in the *Settlement and Reconciliation Guide (Food and Cash)* for the both food and cash EBT and eWIC EBT settlement and reconciliation.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

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5.49 Staff Management Plan

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Staff Management Plan (Transition Services)</i> <i>Staff Management Plan (add Implementation Services)</i> <i>Staff Management Plan (Ongoing Operations)</i>	2. DELIVERABLE NUMBER 49
3. DESCRIPTION/PURPOSE The <i>Staff Management Plan</i> describes the Contractor's approach to managing staffing for California EBT Services. The <i>Staff Management Plan</i> provides details of how the Contractor will manage staffing levels to ensure the project has and will have sufficient staff with the necessary skill sets and experience at the appropriate project phases and throughout the project.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. Staff Management Plan (Transition Services) <ol style="list-style-type: none">1. The <i>Staff Management Plan (Transition Services)</i> shall describe the Contractor's overall staffing approach during the food and cash transition.2. The <i>Staff Management Plan (Transition Services)</i> shall describe the roles and responsibilities of key staff and organizations (e.g., other Contractor organizations, subcontractors) that support California EBT Services.3. The <i>Staff Management Plan (Transition Services)</i> shall describe staffing assumptions and constraints.4. The <i>Staff Management Plan (Transition Services)</i> shall describe the Contractor's staffing commitments (by skill type and levels) for each project phase and for the entire project, including location of staff and percentage to which they are dedicated to California EBT Services.5. The <i>Staff Management Plan (Transition Services)</i> shall describe the reporting structure for the Contractor staff working on or supporting California EBT Services. Include any other contractor organizations or subcontractors who work on the project.6. The <i>Staff Management Plan (Transition Services)</i> shall describe how the Contractor will train any replacement staff, if required, to fill vacated staff positions resulting from staff turnover.7. The <i>Staff Management Plan (Transition Services)</i> shall describe the Contractor's contingency/transition process to immediately and temporarily fill extended staff	

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absences due to vacations or illness.

8. The *Staff Management Plan (Transition Services)* shall describe the Contractor's escalation process to acquire additional staff should such a need arise.
9. The *Staff Management Plan (Transition Services)* shall describe how the Contractor will manage its subcontractors.

B. Staff Management Plan (add Implementation Services)

1. The *Staff Management Plan (add Implementation Services)* shall be an update to the *Staff Management Plan (Transition Services)* for the addition of eWIC EBT implementation.

C. Staff Management Plan (Ongoing Operations)

1. The *Staff Management Plan (Ongoing Operations)* shall be an update to the *Staff Management Plan (add Implementation Services)* for the EBT system during ongoing operations.
2. The Contractor shall remove food and cash transition-specific and eWIC EBT implementation-specific information from the *Staff Management Plan (Ongoing Operations)*.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.50 Statewide Implementation Services Plan

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Statewide Implementation Services Plan</i>	2. DELIVERABLE NUMBER 50
3. DESCRIPTION/PURPOSE The <i>Statewide Implementation Services Plan</i> describes the specifics of the Contractor's approach to transitioning from paper WIC food instruments to the Contractor's EBT system. The <i>Statewide Implementation Services Plan</i> describes all necessary activities to successfully transition to eWIC EBT, including retailer transition, coordination with the eWIC MIS contractor, and local agency transition. The <i>Statewide Implementation Services Plan</i> includes a description of tasks contained in the eWIC EBT Implementation Services Workplan.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	

5. CONTENT REQUIREMENT

A. *Statewide Implementation Services Plan*

1. The *Statewide Implementation Services Plan* shall describe the roles and responsibilities of the Contractor staff, incumbent EBT contractor staff, State staff, local agency staff, and other stakeholders for the implementation of eWIC EBT.
2. The *Statewide Implementation Services Plan* shall describe the workplan work breakdown structure components, phases, activities, deliverables, milestones, quality assurance checkpoints, and critical path.
3. The *Statewide Implementation Services Plan* shall describe the process for developing deliverables during implementation.
4. The *Statewide Implementation Services Plan* shall describe the process for customizing the eWIC EBT subsystem to meet the requirements in the Statement of Work.
5. The *Statewide Implementation Services Plan* shall describe the process for developing new web applications, changes to existing web applications and new cardholder mobile device applications, including but not limited to:
 - a) eWIC EBT Administrative Application.
 - b) Reports application.
 - c) Data warehouse application.
 - d) Ticket management application.
 - e) Cardholder Website.
 - f) Retailer Website.
 - g) WIC Cardholder mobile device applications.
 - h) eWIC EBT e-mail and text message notifications.
6. The *Statewide Implementation Services Plan* shall describe the process for developing eWIC EBT host system interfaces, including but not limited to:
 - a) Transaction processing (TPPs, EBT-only POS, and wireless POS).
 - b) ARU.
 - c) Customer Service Center.
 - d) Card production.
 - e) State EBT administrative network.
 - f) eWIC MIS interface.
 - g) Settlement.
 - h) Reports.

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7. The *Statewide Implementation Services Plan* shall describe the process for implementing the eWIC EBT Pilot.
8. The *Statewide Implementation Services Plan* shall describe the process for statewide implementation of eWIC EBT following the completion of the eWIC EBT Pilot.
9. The *Statewide Implementation Services Plan* shall describe Contractor support during eWIC EBT Pilot go-live and go-live in each implementation region.
10. The *Statewide Implementation Services Plan* shall describe local agency and eWIC MIS preparation, including new processes for interacting with the Contractor.
11. The *Statewide Implementation Services Plan* shall describe the process for determining that the State, local agencies, eWIC MIS, retailers, financial institutions, and the Contractor are ready to start eWIC EBT Pilot operations and operations in each implementation region.
12. The *Statewide Implementation Services Plan* shall describe training, including “training for trainers” for local agencies and State staff.
13. The *Statewide Implementation Services Plan* shall describe required setup for eWIC settlement.
14. The *Statewide Implementation Services Plan* shall describe ARU and customer service implementation to support eWIC EBT, including how customer service representatives will be trained to meet California’s specific needs and the method by which the customer service quality will be monitored and maintained.
15. The *Statewide Implementation Services Plan* shall describe eWIC EBT enablement activities for WIC-authorized retailers.
16. The *Statewide Implementation Services Plan* shall describe card production, distribution, and issuance procedures during implementation.
17. The *Statewide Implementation Services Plan* shall describe contingency and fallback plan should the eWIC EBT Pilot fail.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

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5.51 Statewide Transition Services Plan

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Statewide Transition Services Plan</i>	2. DELIVERABLE NUMBER 51
3. DESCRIPTION/PURPOSE <p>The <i>Statewide Transition Services Plan</i> describes the specifics of the Contractor's approach to transitioning food and cash EBT from the incumbent EBT contractor to the new Contractor's EBT system/EBT Services. The <i>Statewide Transition Services Plan</i> describes all necessary activities to successfully transition to the new system, including retailer transition, county/eligibility system consortia transition, and database conversion. The <i>Statewide Transition Services Plan</i> includes a description of tasks contained in the Food and Cash Transition Services Workplan.</p>	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. <i>Statewide Transition Services Plan</i> <ol style="list-style-type: none">1. The <i>Statewide Transition Services Plan</i> shall describe the roles and responsibilities of the Contractor staff, incumbent EBT contractor staff, State staff, county staff, and other stakeholders for the transition.2. The <i>Statewide Transition Services Plan</i> shall describe the workplan, work breakdown structure components, phases, activities, deliverables, milestones, quality assurance checkpoints, and critical path.3. The <i>Statewide Transition Services Plan</i> shall describe the process for developing deliverables during transition.4. The <i>Statewide Transition Services Plan</i> shall describe the process for customizing the food and cash EBT subsystem to meet the requirements in the Statement of Work.5. The <i>Statewide Transition Services Plan</i> shall describe the process for developing required web applications and cardholder mobile device applications, including but not limited to:<ol style="list-style-type: none">a) Food and cash Administrative Application.b) Reports application.c) Data warehouse application.d) Ticket management application.e) Cardholder Website.	

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- f) Retailer Website.
 - g) Food and cash EBT cardholder mobile device applications.
 - h) Food and cash EBT cardholder e-mail and text message notifications.
6. The *Statewide Transition Services Plan* shall describe the developing food and cash EBT host system interfaces, including but not limited to:
- a) Transaction processing (TPPs, EBT-only POS, wireless POS, and BIO POS).
 - b) ARU.
 - c) Customer Service Center.
 - d) Mailed card production
 - e) Card printer.
 - f) PIN selection device.
 - g) State EBT administrative network.
 - h) Batch and host-to-host.
 - i) Settlement.
 - j) Reports.
7. The *Statewide Transition Services Plan* shall describe the cutover process and identify the date and estimated duration for cutover including backup date(s).
8. The *Statewide Transition Services Plan* shall describe the process for determining that the State, counties, eligibility system consortia, retailers, financial institutions, and the Contractor are ready for statewide cutover to the Contractor's system.
9. The *Statewide Transition Services Plan* shall describe recommended client notification of the food and cash EBT cutover outage.
10. The *Statewide Transition Services Plan* shall describe county and eligibility system consortia preparation, including administrative equipment transition and new processes for interacting with the Contractor and new system.
11. The *Statewide Transition Services Plan* shall describe training, including "training for trainers" for the counties and State staff.
12. The *Statewide Transition Services Plan* shall describe required setup for food and cash settlement.
13. The *Statewide Transition Services Plan* shall describe settlement and reconciliation transition including pre-conversion cutover and post conversion cutover activities, and file transmissions to SARS.

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14. The *Statewide Transition Services Plan* shall describe ARU and customer service transition, including how customer service representatives will be trained to meet California's specific needs, how customer service will be transitioned from the incumbent EBT contractor, and the method by which the customer service quality is monitored and maintained.
15. The *Statewide Transition Services Plan* shall describe cash access transition activities.
16. The *Statewide Transition Services Plan* shall describe retailer conversion, including migration of transaction acquirers (TPPs) and retailers, conversion of EBT-only retailers (securing retailer agreements and equipment and POS software load installation), retailer notification of the food and cash EBT cutover outage, and retailer training.
17. The *Statewide Transition Services Plan* shall describe the strategy for transitioning food and cash EBT transactions.
18. The *Statewide Transition Services Plan* shall describe card production, distribution, and issuance procedures during transition.
19. The *Statewide Transition Services Plan* shall describe contingency and fallback plan should the conversion fail.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.52 System Capacity Management Plan

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME	2. DELIVERABLE NUMBER
<i>System Capacity Management Plan (Food and Cash)</i> <i>System Capacity Management Plan (add eWIC)</i>	52
3. DESCRIPTION/PURPOSE	
The <i>System Capacity Management Plan</i> describes the methodologies used to ensure all aspects of the EBT system are initially configured and maintained with sufficient capacity to handle anticipated maximum loads within required service levels. The <i>System Capacity Management Plan</i> describes the assumptions and models used for determining if the system will meet capacity requirements. The <i>System Capacity Management Plan</i> also describes monitoring processes used to identify system components that may require changes to continue meeting capacity requirements.	
4. IS A DED REQUIRED?	
Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	

5. CONTENT REQUIREMENT

A. *System Capacity Management Plan (Food and Cash)*

1. The *System Capacity Management Plan (Food and Cash)* shall identify tools and methodologies used for capacity planning, capacity modeling, and capacity monitoring of food and cash EBT subsystem resources, including but not limited to:
 - a) Computer network and capacity.
 - b) Telecommunications network capacity.
 - c) Computer processor utilization.
 - d) Computer memory.
 - e) Data storage space.
 - f) Data access.
 - g) File size.
2. The *System Capacity Management Plan (Food and Cash)* shall describe the capacity monitoring process and the process for resolving capacity issues once thresholds have been reached or exceeded.
3. The *System Capacity Management Plan (Food and Cash)* shall identify and provide a capacity analysis of each food and cash EBT subsystem component (computer platform, network, and others), including but not limited to:
 - a) System component description and function (may include references to the Detailed System Design or other applicable deliverables).
 - b) Identification of service-level requirements that are applicable to the system component.
 - c) Identification of the external loads that affect performance of the system component.
 - d) Identification of resources within the system component that are sensitive to increased loads.
 - e) Description of how the system component and system component resources can be scaled for additional capacity.
 - f) Description of how system component resource utilization will be monitored.
4. The *System Capacity Management Plan (Food and Cash)* shall describe the food and cash EBT subsystem capacity model, capacity testing, and how capacity testing results will be used to validate the capacity model.
5. The *System Capacity Management Plan (Food and Cash)* shall provide a capacity model for each food and cash EBT subsystem component, including but not limited to:

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- a) Identification of specific external load values and assumptions.
 - b) Maximum anticipated utilization of system component resources.
 - c) Maximum capacity of system component resources.
 - d) Monitoring thresholds that will generate system component resource utilization alerts.
 - e) Actual system component resource utilization (initial values during testing with production values provided in Plan updates).
6. The *System Capacity Management Plan (Food and Cash)* shall provide a detailed description of capacity testing procedures using the food and cash EBT capacity test system, including but not limited to:
- a) Setup of the capacity test system.
 - b) Types of simulated data.
 - c) Concurrent load testing of multiple interfaces.
7. The *System Capacity Management Plan (Food and Cash)* shall provide a proposed schedule for annual capacity testing of the food and cash EBT host system.

B. System Capacity Management Plan (add eWIC)

1. The *System Capacity Management Plan (add eWIC)* shall update the information contained in the *System Capacity Management Plan (Food and Cash)* for the addition of eWIC EBT.
2. The *System Capacity Management Plan (add eWIC)* shall identify and provide a capacity analysis of each eWIC EBT subsystem component (computer platform, network, and others), including but not limited to:
 - a) System component description and function (may include references to the Detailed System Design or other applicable deliverables).
 - b) Identification of service level requirements that are applicable to the system component.
 - c) Identification of the external loads that affect performance of the system component.
 - d) Identification of resources within the system component that are sensitive to increased loads.
 - e) Description of how the system component and system component resources can be scaled for additional capacity.
 - f) Description of how system component resource utilization will be monitored.

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3. The *System Capacity Management Plan (add eWIC)* shall describe the eWIC EBT subsystem capacity model, capacity testing, and how capacity testing results will be used to validate the capacity model.
4. The *System Capacity Management Plan (add eWIC)* shall provide a capacity model for each eWIC EBT subsystem component, including but not limited to:
 - a) Identification of specific external load values and assumptions.
 - b) Maximum anticipated utilization of system component resources.
 - c) Maximum capacity of system component resources.
 - d) Monitoring thresholds that will generate system component resource utilization alerts.
 - e) Actual system component resource utilization (initial values during testing with production values provided in Plan updates).
5. The *System Capacity Management Plan (add eWIC)* shall provide a detailed description of capacity testing procedures using the eWIC EBT capacity test system including but not limited to:
 - a) Setup of the capacity test system.
 - b) Types of simulated data.
 - c) Concurrent load testing of multiple interfaces.
6. The *System Capacity Management Plan (add eWIC)* shall provide a proposed schedule for required capacity testing of the eWIC EBT host system.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.53 System Capacity Test Results

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>System Capacity Test Results</i>	2. DELIVERABLE NUMBER 53
3. DESCRIPTION/PURPOSE The System Capacity Test Results presents the results of EBT system capacity testing.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	

5. CONTENT REQUIREMENT

A. *System Capacity Test Results*

1. The Contractor shall provide *System Capacity Test Results* following capacity testing of the food and cash and/or eWIC EBT subsystems.
2. The *System Capacity Test Results* shall specify the dates that capacity testing took place.
3. The *System Capacity Test Results* shall identify the size of the capacity test system database used for the capacity test, including but not limited to:
 - a) The overall size of the database.
 - b) Number of cases.
 - c) Number of cardholders.
 - d) Number of cards.
 - e) Number of benefits.
 - f) Number of transaction and card history entries.
4. The *System Capacity Test Results* shall identify the volume of simulated data used for the capacity test, including but not limited to:
 - a) POS and ATM transactions.
 - b) Host-to-host messages (by message type).
 - c) Administrative Application activity.
 - d) Batch files (count and number of records by batch file type).
 - e) ARU calls.
 - f) Cardholder and Retailer Website activity.
5. The *System Capacity Test Results* shall provide the results of the capacity test, including but not limited to:
 - a) Computer and storage performance metrics.
 - b) ATM and POS transaction response time.
 - c) Host-to-host message response time.
 - d) Administrative Application response time.
 - e) Cardholder and Retailer Website response times.
 - f) Mobile application response times.
 - g) Batch file processing time.
 - h) ARU response time.

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- i) Batch file and report generation times.
- j) Benefit posting times.
- 6. The *System Capacity Test Results* shall provide a comparison of actual results to required and target values.
- 7. The *System Capacity Test Results* shall provide a comparison of actual results to results of the previous capacity test of the EBT subsystem being tested.
- 8. The *System Capacity Test Results* shall provide a summary of the capacity test results that includes:
 - a) Assessment of the overall capacity of the EBT subsystem.
 - b) Metrics that did not meet required or targeted values.
 - c) Metrics that are at risk of not meeting required or targeted values.
 - d) Correction actions or enhancements that the Contractor will take to improve the capacity of the EBT subsystem, including a timeline for the correction actions or enhancements.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.54 System Security Plan

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>System Security Plan (Food and Cash)</i> <i>System Security Plan (add eWIC)</i>	2. DELIVERABLE NUMBER 54
3. DESCRIPTION/PURPOSE The <i>System Security Plan</i> describes the Contractor's approach to ensuring the EBT system (including all network components under the control of the Contractor, either by ownership or through contractual agreements) meets the security standards required by the California EBT Services Contract as well as applicable federal and industry standards.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. <i>System Security Plan (Food and Cash)</i> 1. The <i>System Security Plan (Food and Cash)</i> shall describe the Contractor's security policies. Where possible, the Contractor shall provide copies of these	

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security documents.

2. The *System Security Plan (Food and Cash)* shall describe the Contractor's information security organization, including but not limited to:
 - a) Organization chart.
 - b) Allocation of information security responsibility.
 - c) Use of confidentiality agreements.
 - d) Listing of information security organizations the Contractor belongs to.
 - e) How the information security organization is independently reviewed or audited.
3. The *System Security Plan (Food and Cash)* shall describe how assets are managed including how the Contractor determines and classifies different levels of information.
4. The *System Security Plan (Food and Cash)* shall describe human resources security including screening of potential employees, information security training provided to employees, and how outgoing employees are briefed in terms of continued security awareness.
5. The *System Security Plan (Food and Cash)* shall describe physical and environmental security including security controls at Contractor's facilities and security of offsite equipment, including the backup site.
6. The *System Security Plan (Food and Cash)* shall describe Contractor policies on documentation of operating procedures, change management, segregation of duties, third-party service providers, and protection against malicious code, backup, network security, media handling, and event/log monitoring.
7. The *System Security Plan (Food and Cash)* shall describe Contractor access control policies, including policies for operating system access, computer room access, network access, password management, and mobile computing policies.
8. The *System Security Plan (Food and Cash)* shall describe the tools and systems used by the Contractor to detect and prevent network cyber attacks and attempts at unauthorized access.
9. The *System Security Plan (Food and Cash)* shall describe how the Contractor validates data, uses cryptography, protects source code, inspects source code for potential security defects, and manages outsourced software development (if any).
10. The *System Security Plan (Food and Cash)* shall list cryptographic algorithms in the EBT system such as:
 - a) DES – The Data Encryption Standard (FIPS 46-3).
 - b) Triple DES – Triple Data Encryption Standard (SP 800-67).

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- c) MD5, and SHA-1 – RSA's Message Digest 5 algorithm and the Secure Hash algorithm SHA-1 defined in FIPS 180-2.
11. The *System Security Plan (Food and Cash)* shall describe how the Contractor manages and investigates information security incidents and how it uses information from security incidents to modify or improve its security practices.
 12. The *System Security Plan (Food and Cash)* shall identify federal and State regulations to be complied with and describe how those standards are met and how the Contractor identifies and complies with new laws and regulations.
 13. The *System Security Plan (Food and Cash)* shall describe Contractor's use of independent compliance auditors.
 14. The *System Security Plan (Food and Cash)* shall describe the Contractor's system security planning that describes how it plans security enhancements and upgrades, how it monitors current threats and plans to meet them, and how security planning fits in with its overall information technology (IT) planning process.
 15. The *System Security Plan (Food and Cash)* shall describe how confidential data is exchanged with the State.
 16. The *System Security Plan (Food and Cash)* shall describe the tools and processes used by the Contractor to detect and investigate patterns of unauthorized or fraudulent Food and Cash Card usage.
 17. The *System Security Plan (Food and Cash)* shall describe the Contractor's implementation of the controls described in Appendix F, Information Confidentiality and Security Standards, including:
 - a) Personnel Controls.
 - b) Technical Security Controls.
 - c) System Security Controls.
 - d) Audit Controls.
 - e) Business Continuity/Disaster Recovery Controls.
 - f) Paper Document Controls.
 - g) Physical Transportation of Paper/Electronic Data/Media.
 - h) Additional Security Controls (security controls for moderate impact systems specified in the National Institute of Standards and Technology [NIST] Special Publication 800-53).

B. System Security Plan (add eWIC)

1. The *System Security Plan (add eWIC)* shall update the information from the *System Security Plan (Food and Cash)*.

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2. The *System Security Plan (add eWIC)* shall include content to address both food and cash and eWIC EBT system security.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.55 System Test Plan

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Food and Cash EBT System Test Plan</i> <i>eWIC EBT System Test Plan</i>	2. DELIVERABLE NUMBER 55
3. DESCRIPTION/PURPOSE Each <i>System Test Plan</i> describes the testing strategy and methodologies in testing all aspects of the EBT system. The <i>System Test Plans</i> include detailed descriptions and testing requirements along with the test scenarios, test environment setup, and steps involved in the end-to-end testing.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. General Requirements <ol style="list-style-type: none">1. The <i>System Test Plan</i> shall describe the testing strategy and methodologies for end-to-end testing of the EBT system.2. The <i>System Test Plan</i> shall describe the roles and responsibilities of Contractor, State, county, local agency, eligibility system consortia, and eWIC MIS contractor staffs during system testing.3. The <i>System Test Plan</i> shall identify the resources required across various phases of the system testing, including hardware, software, and staffing.4. The <i>System Test Plan</i> shall describe the tools and methodologies used in system testing.5. The <i>System Test Plan</i> shall describe the various test environments utilized across different phases of testing and the processes required for the setup of each of these environments.6. The <i>System Test Plan</i> shall describe the overall schedule and related milestones across the various testing phases including dependencies and deliverables for each testing phase.7. The <i>System Test Plan</i> shall describe EBT system functional areas to be tested.8. For each functional area to be tested, the <i>System Test Plan</i> shall:<ol style="list-style-type: none">a) Identify requirements that will be tested.	

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- b) Identify stakeholders.
- c) Define detailed functional specifications.
- d) Define scope of testing and buy-in criteria for stakeholders.
- e) Describe the stages of testing along with a detailed listing of steps in each stage.
- f) Detail test requirements for each testing phase.
- g) Describe the test environments setup in each testing phase.
- h) Describe required tools in each testing phase.
- i) Describe the test scenarios and steps involved in each testing phase.
- j) Identify entry and exit criteria for each stage of testing.
- k) Detail roles and responsibilities.
- l) Identify test scripts for each phase of testing along with data requirements.
- m) Present quality assurance requirements for each interface, including certification criteria, certification processes, and certification checklists.

B. Food and Cash EBT System Test Plan

1. The *Food and Cash EBT System Test Plan* shall describe system testing of food and cash EBT subsystem functions including but not limited to:
 - a) Host-to-host.
 - b) Batch.
 - c) Food and cash Administrative Application.
 - d) Card printing.
 - e) PIN selection.
 - f) Cardholder POS and ATM transactions.
 - g) EBT-only, wireless, and BIO POS transactions.
 - h) Cardholder ARU.
 - i) Retailer ARU.
 - j) Cardholder Website.
 - k) Retailer Website.
 - l) Cardholder mobile device applications.
 - m) Automated cardholder notifications.
 - n) Account aging.
 - o) End-of-day processes.
 - p) Files and reports.
 - q) SARS interface.
 - r) Correction requests and adjustments.
 - s) Settlement and reconciliation.
 - t) Disaster services.

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- u) Data warehouse application.
- v) Failover to the backup data center.
- 2. The *Food and Cash EBT System Test Plan* shall describe system testing using simulated data and data from the mock conversion tests.

C. eWIC EBT System Test Plan

- 1. The *eWIC EBT System Test Plan* shall describe system testing of eWIC EBT subsystem functions, including but not limited to:
 - a) eWIC MIS Host-to-host.
 - b) eWIC MIS Batch.
 - c) eWIC EBT Administrative Application.
 - d) Cardholder POS transactions.
 - e) EBT-only and wireless transactions.
 - f) Retailer APL interface.
 - g) Cardholder ARU.
 - h) Retailer ARU.
 - i) Cardholder Website.
 - j) Retailer Website.
 - k) Cardholder mobile device applications.
 - l) Automated cardholder notifications.
 - m) End-of-day processes.
 - n) Files and reports.
 - o) Correction requests and adjustments.
 - p) Settlement and reconciliation.
 - q) Data warehouse application.
 - r) Failover to the backup data center.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

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5.56 Test Results Document

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Test Results Document</i>	2. DELIVERABLE NUMBER 56
3. DESCRIPTION/PURPOSE Each <i>Test Results Document</i> presents the test results for changes to the EBT system during Ongoing Operations.	
4. IS A DED REQUIRED? Yes, the Contractor shall provide a <i>Test Results Document</i> template.	
5. CONTENT REQUIREMENT A. <i>Test Results Document</i> <ol style="list-style-type: none">1. The <i>Test Results Document</i> shall describe the EBT system changes that were tested.2. The <i>Test Results Document</i> shall identify the ticket identifiers from the ticket management application for deficiency fixes that were tested.3. The <i>Test Results Document</i> shall describe the approach taken to test the EBT system changes.4. The <i>Test Results Document</i> shall describe the interfaces affected by the EBT system changes that were tested.5. The <i>Test Results Document</i> shall provide test scripts and results, including but not limited to:<ol style="list-style-type: none">a) Test number.b) Action taken.c) Expected results.d) Actual results.e) Pass/Fail.f) Date of test.6. When testing a fix to a deficiency, the test scripts shall include tests before and after implementation of the fix.7. The <i>Test Result Document</i> shall include screen shots and other supporting data showing the actual results of the tests.8. The <i>Test Result Document</i> shall provide a summary of regression test results.9. The <i>Test Result Document</i> shall provide an issue log of failed tests (including failed regression tests), including but not limited to:<ol style="list-style-type: none">a) Test number.b) Date that test failed.	

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c) Problem description. d) Corrective action taken (or to be taken). e) Date closed.
6. PREPARATION INSTRUCTIONS Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.57 Test Scripts

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Food and Cash EBT Interface Test Scripts</i> <i>eWIC EBT Interface Test Scripts</i> <i>Food and Cash EBT System Test Scripts</i> <i>eWIC EBT System Test Scripts</i> <i>ARU Test Scripts (Food and Cash)</i> <i>ARU Test Scripts (add eWIC)</i>	2. DELIVERABLE NUMBER 57
3. DESCRIPTION/PURPOSE <i>Test Scripts</i> describe the set of conditions or variables under which a tester will determine if a requirement is fully satisfied. <i>Test Scripts</i> provide step-by-step test instructions and expected results.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. General Requirements <ol style="list-style-type: none"><i>Test Scripts</i> shall be divided into functional areas with one or more test case(s) each.Each test case in the <i>Test Scripts</i> shall have a unique identifier.For each test case, the <i>Test Scripts</i> shall provide step-by-step procedural description for each test or sequence of instructions for the test including:<ol style="list-style-type: none">Setup of initial conditions.Inputs.Prompt messages displayed.Relationships between the inputs.Tester's actions.Analysis to be done of the output.	

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g) Description of the exact results expected.

h) Pass/fail criteria.

B. Food and Cash EBT Interface Test Scripts

1. The *Food and Cash EBT Interface Test Scripts* shall include test cases for each food and cash EBT subsystem interface identified in the *Food and Cash EBT Interface Test Plan* that demonstrate that the interfaces operate as specified in requirements and design documentation.

C. eWIC EBT Interface Test Scripts

1. The *eWIC EBT Interface Test Scripts* shall include test cases for each eWIC EBT subsystem interface identified in the *eWIC EBT Interface Test Plan* that demonstrate that the interfaces operate as specified in requirements and design documentation.

D. Food and Cash EBT System Test Scripts

1. The *Food and Cash EBT System Test Scripts* shall include test cases for each food and cash EBT subsystem function identified in the *Food and Cash EBT System Test Plan* that demonstrate that the functions operate as specified in requirements and design documentation.

E. eWIC EBT System Test Scripts

1. The *eWIC EBT System Test Scripts* shall include test cases for each eWIC EBT subsystem function identified in the *eWIC EBT System Test Plan* that demonstrate that the functions operate as specified in requirements and design documentation.

F. ARU Test Scripts (Food and Cash)

1. The *ARU Test Scripts (Food and Cash)* shall provide test scripts for the Cardholder and Retailer ARU for food and cash EBT only.
2. The *ARU Test Scripts (Food and Cash)* shall include input instructions and expected prompts, in all required languages, which exercise all possible navigation paths specified in the ARU Documentation, including error conditions.

G. ARU Test Scripts (add eWIC)

1. The *ARU Test Scripts (add eWIC)* shall provide test scripts for the Cardholder and Retailer ARU for food and cash EBT and eWIC EBT.
2. The *ARU Test Scripts (add eWIC)* shall include input instructions and expected prompts, in all required languages, which exercise all possible navigation paths specified in the ARU Documentation, including error conditions.
3. The Contractor shall submit additional versions of ARU Test Scripts for State approval prior to making any changes to the Cardholder or Retailer ARU.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

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5.58 Ticket Management Application User's Guide

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Ticket Management Application User's Guide</i>	2. DELIVERABLE NUMBER 58
3. DESCRIPTION/PURPOSE The <i>Ticket Management Application User's Guide</i> describes use of the browser-based ticket management application. The <i>Ticket Management Application User's Guide</i> functions as a training tool for new users and as a reference for experienced users.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. <i>Ticket Management Application User's Guide</i> 1. The <i>Ticket Management Application User's Guide</i> shall provide an overview of the ticket management application including: <ul style="list-style-type: none">a) Types of tickets.b) When to submit a ticket.c) Method to report problems and submit tickets.d) How tickets are prioritized, updated, and closed.e) Types of ticket management application users. 2. The <i>Ticket Management Application User's Guide</i> shall provide detailed instructions on all ticket management application functionality that includes: <ul style="list-style-type: none">a) Installation and set-up of the ticket management application.b) Summary description of each specific ticket management application function.c) Sample screens or pages.d) Description of navigation, fields, and field values.e) Step-by-step instructions on performing the activity.f) Error and success messages.g) Helpful hints.	
6. PREPARATION INSTRUCTIONS Refer to Deliverables Specification Section 3, General Deliverable Standards.	

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5.59 Third-Party Processor/Retailer Certification Test Results

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Third-Party Processor/Retailer Certification Test Results</i>	2. DELIVERABLE NUMBER 59
3. DESCRIPTION/PURPOSE <i>Third-Party Processor/Retailer Certification Test Results</i> present the certification test results for the EBT switch, POS acquirers, third-party processors, and WIC-authorized retailers.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. <i>Third-Party Processor/Retailer Certification Test Results</i> 1. The Contractor shall provide <i>Third-Party Processor/Retailer Certification Test Results</i> for each food and cash certification test described in the Network and WIC Retailer Certification Test Plan, including testing of: <ul style="list-style-type: none">a) The EBT Switch.b) EBT-only POS acquirer.c) Wireless POS acquirer.d) Third-party processors. 2. The Contractor shall provide <i>Third-Party Processor/Retailer Certification Test Results</i> for each eWIC EBT certification test described in the <i>Network and WIC Retailer Certification Test Plan</i> , including testing of: <ul style="list-style-type: none">a) The EBT Switch.b) EBT-only POS acquirer.c) Wireless POS acquirer.d) Third-party processors.e) WIC-authorized retailers with WIC-enabled ECR systems 3. Each set of <i>Third-Party Processor/Retailer Certification Test Results</i> shall include: <ul style="list-style-type: none">a) Entity being certified.b) Entity type (EBT switch, EBT-only POS acquirer, etc.).c) History of entity certification for other states that interface with other Contractor EBT systems.	

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- d) The dates of testing.
- e) The card numbers used for testing.
- 4. Each set of *Third-Party Processor/Retailer Certification Test Results* shall provide detailed test results based on the procedures specified in the *Network and WIC Retailer Certification Plan*, including, but not limited to:
 - a) Transaction type.
 - b) Applicable error conditions.
 - c) Expected results.
 - d) Actual results.
 - e) Screen shots or other documentation showing the actual results.
- 5. Each set of *Third-Party Processor/Retailer Certification Test Results* shall provide a test results summary that includes:
 - a) Outcome of the certification test.
 - b) Identification of failed tests, including tests that had to be repeated in order to pass.
 - c) Corrective action taken or needed to correct failed tests.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

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5.60 Training Materials

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Training Materials</i>	2. DELIVERABLE NUMBER 60
3. DESCRIPTION/PURPOSE The <i>Training Materials</i> document includes the training materials presented by the Contractor at food and cash EBT and eWIC EBT training sessions.	
4. IS A DED REQUIRED? No.	
5. CONTENT REQUIREMENT A. Training Materials 1. The <i>Training Materials</i> document shall include all training materials provided to trainees at all training sessions, including but not limited to: a) Food and cash EBT training for trainers of county staffs. b) eWIC EBT training of State and eWIC MIS contractor staffs. c) eWIC EBT training of local agency staffs. d) Food and cash EBT and eWIC EBT training of federal, State, county, and WIC fraud staffs.	
6. PREPARATION INSTRUCTIONS The Contractor shall deliver electronic copies of <i>Training Materials</i> in Microsoft Word, Microsoft PowerPoint, or Adobe Reader format.	

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5.61 Training Plan

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Training Plan (Transition Services)</i> <i>Training Plan (add Implementation Services)</i> <i>Training Plan (Ongoing Operations)</i>	2. DELIVERABLE NUMBER 61
3. DESCRIPTION/PURPOSE The <i>Training Plan</i> describes how the Contractor will provide training to State, federal, county, SAWS consortium, local agency, and eWIC MIS contractor staffs during the food and cash transition, the eWIC EBT implementation, and Ongoing Operations. The <i>Training Plan</i> identifies all training materials provided by the Contractor.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. <i>Training Plan (Transition Services)</i> <ol style="list-style-type: none">1. The <i>Training Plan (Transition Services)</i> shall identify types of training that will be provided by the Contractor during the food and cash transition.2. The <i>Training Plan (Transition Services)</i> shall identify types of ongoing training that will be provided by the Contractor to the State during food and cash EBT Ongoing Operations.3. For each training type, the <i>Training Plan (Transition Services)</i> shall describe:<ol style="list-style-type: none">a) The training methods.b) Training content, curriculum, and learning objectives.c) Suggested audience.d) Training location(s).e) Training facility and equipment requirements.f) Timing and schedule.g) Staffing.4. The <i>Training Plan (Transition Services)</i> shall describe the training materials that will be provided to trainees for each type of training.5. The <i>Training Plan (Transition Services)</i> shall describe how training will be evaluated and how training will be modified based on evaluation results.	

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B. Training Plan (add Implementation Services)

1. The *Training Plan (add Implementation Services)* shall be an update to *Training Plan (Transition Services)* for the addition of eWIC EBT implementation.
2. The *Training Plan (add Implementation Services)* shall describe the training during the food and cash transition and the eWIC EBT implementation.

C. Training Plan (Ongoing Operations)

1. The *eWIC EBT Training Plan (Ongoing Operations)* shall describe ongoing training for food and cash EBT and eWIC EBT during Ongoing Operations.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.62 Training Videos

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Food and Cash Cardholder Training Video Scripts</i> <i>WIC Cardholder Training Video Scripts</i> <i>Food and Cash Cardholder Training Videos</i> <i>WIC Cardholder Training Videos</i>	2. DELIVERABLE NUMBER 62
3. DESCRIPTION/PURPOSE The Training Videos provide training in twelve (12) languages to food and cash cardholders and training in twelve (12) languages to WIC Cardholders on the use of their WIC Cards.	
4. IS A DED REQUIRED? Yes, the Contractor shall identify and summarize the content of each <i>Training Video</i> .	
5. CONTENT REQUIREMENT A. General Requirements <ol style="list-style-type: none">1. The Contractor shall provide <i>Training Videos</i> in all required languages.2. The Contractor shall produce <i>Training Videos</i> in high definition.3. The <i>Training Videos</i> shall include closed captions.4. Each <i>Training Video</i> shall be no more than ten (10) minutes in length, and must be subject-specific.5. The <i>Training Videos</i> shall be directed at the fourth grade education level.	

B. Food and Cash Cardholder Training Video Scripts

1. *Food and Cash Cardholder Training Video Scripts* shall provide a description of each Training Video for food and cash EBT.
2. *Food and Cash Cardholder Training Video Scripts* shall describe the preparation and production process for food and cash EBT training videos.
3. *Food and Cash Cardholder Training Video Scripts* shall describe the process for creating food and cash EBT training videos in all required languages.
4. *Food and Cash Cardholder Training Video Scripts* shall describe the preparation of food and cash EBT training videos for submission to the State.
5. *Food and Cash Cardholder Training Video Scripts* shall present the video and audio content and sequence of each food and cash EBT training video.

C. WIC Cardholder Training Video Scripts

1. *WIC Cardholder Training Video Scripts* shall provide a description of each Training Video for eWIC EBT.
2. *WIC Cardholder Training Video Scripts* shall describe the preparation and production process for eWIC EBT training videos.
3. *WIC Cardholder Training Video Scripts* shall describe the process for creating eWIC EBT training videos in all required languages.
4. *WIC Cardholder Training Video Scripts* shall describe the preparation of eWIC EBT training videos for submission to the State.
5. *WIC Cardholder Training Video Scripts* shall present the video and audio content and sequence of each eWIC EBT training video.

D. Food and Cash Cardholder Training Videos

1. The Contractor shall provide *Food and Cash Cardholder Training Videos* in all required languages in the form of high definition video files that are compatible with Microsoft Windows Media Player on Windows 7.
2. The Contractor shall provide *Food and Cash Cardholder Training Videos* in all required languages in the form of a digital versatile disk DVD that is compatible with commonly available DVD players.
3. The *Food and Cash Cardholder Training Videos* DVD shall include an index by topic and language.

E. WIC Cardholder Training Videos

1. The Contractor shall provide *WIC Cardholder Training Videos* in all required languages in the form of high definition video files that are compatible with Microsoft Windows Media Player on Windows 7.

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2. The Contractor shall provide *WIC Cardholder Training Videos* in all required languages in the form of a DVD that is compatible with commonly available DVD players.
3. The *WIC Cardholder Training Videos* DVD shall include an index by topic and language.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.63 Transition and Implementation Test Results

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Food and Cash EBT Interface Test Results</i> <i>Food and Cash EBT System Test Results</i> <i>eWIC EBT Interface Test Results</i> <i>eWIC EBT System Test Results</i> <i>Eligibility System Certification Test Results</i> <i>eWIC MIS Certification Test Results</i>	2. DELIVERABLE NUMBER 63
3. DESCRIPTION/PURPOSE <i>Transition and Implementation Test Results</i> describe results of tests performed by the Contractor using the food and cash transition and the eWIC EBT implementation interface and system test scripts.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. General Requirements <ol style="list-style-type: none">1. The <i>Transition and Implementation Test Results</i> shall provide the results of tests performed in accordance with State-approved test scripts.2. The <i>Transition and Implementation Test Results</i> shall include:<ol style="list-style-type: none">a) Test case identifier.b) Test step identifier.c) Test inputs.d) Expected results.e) Actual results.f) Pass/fail indicator.g) Date of test.	

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3. The *Transition and Implementation Test Results* shall include screen shots and other supporting data showing the actual results of the tests.
4. The *Transition and Test Implementation Results* shall provide a summary of the test results.
5. The *Transition and Test Implementation Results* shall provide an issue log of failed tests, including but not limited to:
 - a) Test number.
 - b) Date that test failed.
 - c) Problem description.
 - d) Corrective action taken (or to be taken).
 - e) Date closed.

B. Food and Cash EBT Interface Test Results

1. *Food and Cash EBT Interface Test Results* shall provide the results of tests performed in accordance with State-approved *Food and Cash EBT Interface Test Scripts*.

C. Food and Cash EBT System Test Results

1. *Food and Cash EBT System Test Results* shall provide the results of tests performed in accordance with State-approved *Food and Cash EBT System Test Scripts*.

D. eWIC EBT Interface Test Results

1. *eWIC EBT Interface Test Results* shall provide the results of tests performed in accordance with State-approved *eWIC EBT Interface Test Scripts*.

E. eWIC EBT System Test Results

1. *eWIC EBT System Test Results* shall provide the results of tests performed in accordance with State-approved *eWIC System Test Scripts*.

F. Eligibility System Certification Test Results

1. *Eligibility System Certification Test Results* shall provide the results of tests performed with each eligibility system consortium in accordance with State *Eligibility System Certification Test Scripts*.

G. eWIC MIS Certification Test Results

1. *eWIC MIS Certification Test Results* shall provide the results of tests performed with the eWIC MIS in accordance with the State-approved *eWIC MIS-EBT Certification Test Scripts* developed by the eWIC MIS contractor.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

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5.64 Transition Services and Implementation Services Workplans

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Food and Cash Transition Services Workplan</i> <i>eWIC EBT Implementation Services Workplan</i>	2. DELIVERABLE NUMBER 64
3. DESCRIPTION/PURPOSE <p>The <i>Food and Cash Transition Services Workplan</i> and the <i>eWIC EBT Implementation Services Workplan</i> are delivered as Microsoft Project files in accordance with the OSI's Schedule Management Plan. The <i>Transition Services and Implementation Services Workplans</i> describe in detail all Contractor and dependent stakeholder tasks necessary to complete the food and cash transition and the eWIC EBT implementation. The <i>Food and Cash Transition Services Workplan</i> and the <i>eWIC EBT Implementation Services Workplan</i> are created and maintained as multiple physical workplans.</p>	
4. IS A DED REQUIRED? No.	
5. CONTENT REQUIREMENT A. Food and Cash Transition Services Workplan <ol style="list-style-type: none">The <i>Food and Cash Transition Services Workplan</i> shall include the following physical workplans:<ol style="list-style-type: none">EBT-Food&Cash TransitionEBT-Food&Cash Group 1EBT-Food&Cash Group 2EBT-Food&Cash Group 3EBT-Food&Cash Group 4 B. eWIC EBT Implementation Services Workplan <ol style="list-style-type: none">The <i>eWIC EBT Implementation Services Workplan</i> shall include the following physical workplans:<ol style="list-style-type: none">EBT-eWIC Implementation (including the Pilot)EBT-eWIC Region 1EBT-eWIC Region 2EBT-eWIC Region 3EBT-eWIC Region 4EBT-eWIC Region 5EBT-eWIC Region 6	

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h) EBT-eWIC Region 7 i) EBT-eWIC Region 8 j) EBT-eWIC Region 9
6. PREPARATION INSTRUCTIONS The Contractor shall prepare the <i>Food and Cash Transition Services Workplan</i> and the <i>eWIC EBT Implementation Services Workplan</i> in accordance with the EBT Schedule Management Plan (refer to Appendix D, Schedule Management Plan).

5.65 User Acceptance Test Plan

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Food and Cash EBT User Acceptance Test Plan</i> <i>eWIC EBT User Acceptance Test Plan</i>	2. DELIVERABLE NUMBER 65
3. DESCRIPTION/PURPOSE Each <i>User Acceptance Test Plan</i> describes how the Contractor will support State user acceptance testing of food and cash EBT and eWIC EBT. The <i>User Acceptance Test Plan</i> includes the Contractor's approach to change management and management of the State EBT test systems during State user acceptance testing.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. General Requirements <ol style="list-style-type: none"><i>User Acceptance Test Plans</i> shall describe the roles and responsibilities of Contractor staff, State staff, and other stakeholders during user acceptance testing.<i>User Acceptance Test Plans</i> shall describe how the Contractor will support State user acceptance testing, including but not limited to:<ol style="list-style-type: none">Initializing the EBT host test system.Providing Administrative Application security manager user identifiers.Performing EBT host system functions not available to State, county, or local agency users.Testing functions outside of the EBT host system (e.g. customer service platform).Testing output files not normally sent to the State or counties (e.g., mailed card production and ACH files).Providing blank white cards, pre-printed disaster cards (with PINs) on	

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- white cardstock, and pre-printed WIC Cards on white cardstock.
- g) Configuring and changing EBT host system parameters (e.g., county benefit access and benefit limits).
- h) Training UAT testers on UAT protocols and system operations in preparation for testing.
- 3. *User Acceptance Test Plans* shall describe the tools and processes that the Contractor will use to support State user acceptance testing.
- 4. *User Acceptance Test Plans* shall provide recommended State user acceptance test phases, functional areas to be tested, and testing methodologies.
- 5. *User Acceptance Test Plans* shall describe the resources required across various phases of State user acceptance testing, including but not limited to:
 - a) Hardware
 - b) Software
 - c) Staffing
- 6. *User Acceptance Test Plans* shall describe how the Contractor will prioritize, track, report the status of, and resolve defects reported during State user acceptance testing.
- 7. *User Acceptance Test Plans* shall describe how the Contractor will manage the configuration of the EBT host test system during UAT, including but not limited to:
 - a) Software configuration management.
 - b) Testing of fixes to correct defects.
 - c) Regression testing.
 - d) Deployment of fixes to the EBT host test system.

B. Food and Cash EBT User Acceptance Test Plan

- 1. The *Food and Cash EBT User Acceptance Test Plan* shall describe how the Contractor will support State user acceptance testing of food and cash EBT functions, including but not limited to:
 - a) Host-to-host.
 - b) Batch.
 - c) Food and cash Administrative Application.
 - d) Card printers.
 - e) PIN selection devices.
 - f) Cardholder POS and ATM transactions.
 - g) EBT-only POS device.
 - h) Wireless POS device.
 - i) BIO POS device.
 - j) Cardholder ARU.
 - k) Retailer ARU.

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- l) Call center.
 - m) Cardholder Website.
 - n) Retailer Website.
 - o) Cardholder mobile device applications.
 - p) Automated cardholder notifications.
 - q) Account aging.
 - r) End-of-day processes.
 - s) Files and reports.
 - t) SARS interface.
 - u) Correction requests and adjustments.
 - v) Settlement and reconciliation.
 - w) Disaster services.
 - x) Data warehouse application.
2. The *Food and Cash EBT User Acceptance Test Plan* shall describe how the Contractor will support testing with data from the mock conversions.
 3. The *Food and Cash EBT User Acceptance Test Plan* shall describe how the Contractor will support testing of the ticket management application.

C. eWIC EBT User Acceptance Test Plan

1. The *eWIC EBT User Acceptance Test Plan* shall describe how the Contractor will support State user acceptance testing of eWIC EBT functions, including but not limited to:
 - a) eWIC MIS Host-to-host.
 - b) eWIC MIS Batch.
 - c) eWIC EBT Administrative Application.
 - d) Cardholder POS transactions.
 - e) EBT-only POS device.
 - f) Wireless POS device.
 - g) Retailer APL interface.
 - h) Cardholder ARU.
 - i) Retailer ARU.
 - j) Customer service center.
 - k) Cardholder Website.
 - l) Retailer Website.
 - m) Cardholder mobile device applications.
 - n) Automated cardholder notifications.
 - o) End-of-day processes.
 - p) Files and reports.

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- q) Correction requests and adjustments.
- r) Settlement and reconciliation.
- s) Data warehouse application.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.66 Web Application Design Documents

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Food and Cash Administrative Application Design Document</i> <i>eWIC EBT Administrative Application Design Document</i> <i>Reports Application Design Document</i> <i>Ticket Management Application Design Document</i> <i>Cardholder Website Design Document (Food and Cash)</i> <i>Cardholder Website Design Document (add eWIC)</i> <i>Retailer Website Design Document (Food and Cash)</i> <i>Retailer Website Design Document (add eWIC)</i> <i>Mobile Device Application Design Document (Food and Cash)</i> <i>Mobile Device Application Design Document (eWIC EBT)</i>	2. DELIVERABLE NUMBER 66
3. DESCRIPTION/PURPOSE <i>Web Application Design Documents</i> describe web application page layouts, navigation, and functions.	
4. IS A DED REQUIRED? Yes. Refer to Deliverables Specification Section 3, General Deliverable Standards.	
5. CONTENT REQUIREMENT A. General Requirements <ol style="list-style-type: none"><i>Web Application Design Documents</i> shall provide a site map of the web application that identifies each web application page and the navigational hierarchy.<i>Web Application Design Documents</i> shall describe the content of web application pages, including but not limited to:<ol style="list-style-type: none">Static content.Dynamic content (e.g., EBT host system data).	

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- c) Navigation components.
 - d) Data entry.
 - e) Action buttons.
 - f) Permissions required to view the page.
- 3. *Web Application Design Documents* shall describe the management of web application users, including but not limited to:
 - a) How new user identifiers are created.
 - b) How user permissions are assigned.
 - c) User identifier and password rules and conventions.
- 4. *Web Application Design Documents* shall describe web application security features.
- 5. *Web Application Design Documents* may include screen shots from other existing web applications to illustrate web application features.

B. Food and Cash Administrative Application Design Document

- 1. The *Food and Cash Administrative Application Design Document* shall describe the design of the food and cash Administrative Application.

C. eWIC EBT Administrative Application Design Document

- 1. The *eWIC EBT Administrative Application Design Document* shall describe the design of the eWIC EBT Administrative Application.

D. Reports Application Design Document

- 1. The *Reports Application Design Document* shall describe the design of the reports application.

E. Ticket Management Application Design Document

- 1. The *Ticket Management Application Design Document* shall describe the design of the Ticket Management application.

F. Cardholder Website Design Document (Food and Cash)

- 1. The *Cardholder Website Design Document (Food and Cash)* shall describe the design of the Cardholder Website for food and cash EBT only.

G. Cardholder Website Design Document (add eWIC)

- 1. The *Cardholder Website Design Document (add eWIC)* shall describe the design of the Cardholder Website for food and cash and eWIC EBT.
- 2. The Contractor shall submit additional versions of *Cardholder Website Design Document (add eWIC)* for State approval prior to making any changes to the Cardholder Website.

H. Retailer Website Design Document (Food and Cash)

- 1. The *Retailer Website Design Document (Food and Cash)* shall describe the

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design of the Retailer Website for food and cash EBT only.

I. Retailer Website Design Document (add eWIC)

1. The *Retailer Website Design Document (add eWIC)* shall describe the design of the Retailer Website for food and cash and eWIC EBT.
2. The Contractor shall submit additional versions of *Retailer Website Design Document* for State approval prior to making any changes to the Retailer Website.

J. Mobile Device Application Design Document (Food and Cash)

1. The *Mobile Device Application Design Document (Food and Cash)* shall describe the design of the Mobile Device Application for food and cash EBT only.

K. Mobile Device Application Design Document (add eWIC)

1. The *Mobile Device Application Design Document (add eWIC)* shall describe the design of the Mobile Device Application for food and cash and eWIC EBT.
2. The Contractor shall submit additional versions of *Mobile Device Application Design Document* for State approval prior to making any changes to the Mobile Device Application.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.67 Work Authorization Design Specification

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Work Authorization Design Specification</i>	2. DELIVERABLE NUMBER 67
3. DESCRIPTION/PURPOSE Each <i>Work Authorization Design Specification</i> describes the design and detailed requirements for executed Work Authorizations.	
4. IS A DED REQUIRED? No.	
5. CONTENT REQUIREMENT A. Work Authorization Design Specification <ol style="list-style-type: none">1. Each <i>Work Authorization Design Specification</i> shall describe EBT system changes and new features added to the EBT system by work authorizations.2. When applicable, a <i>Work Authorization Design Specification</i> shall include:<ol style="list-style-type: none">a) Assumptions and constraints.	

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<ul style="list-style-type: none">b) Business rules.c) Flow charts.d) Report specifications.e) Marked up screen shots.f) File layouts.g) ARU scripts. <p>3. The <i>Work Authorization Design Specification</i> shall identify required changes to existing deliverables.</p>
<p>6. PREPARATION INSTRUCTIONS</p> <p>Refer to Deliverables Specification Section 3, General Deliverable Standards.</p>

5.68 WIC Card Acceptor Device Documentation

DATA ITEM DESCRIPTION	
<p>1. DELIVERABLE NAME</p> <p><i>WIC Card Acceptor Device Specification</i></p> <p><i>WIC Card Acceptor Device User's Manual</i></p> <p><i>WIC Card Acceptor Device Software</i></p>	<p>2. DELIVERABLE NUMBER</p> <p>68</p>
<p>3. DESCRIPTION/PURPOSE</p> <p>The <i>WIC Card Acceptor Device Documentation</i> provides the necessary information and software necessary to configure and use the WIC Card acceptor devices for eWIC EBT PIN selection at local agency offices.</p>	
<p>4. IS A DED REQUIRED?</p> <p>Yes.</p>	
<p>5. CONTENT REQUIREMENT</p> <p>A. <i>WIC Card Acceptor Device Specification</i></p> <ul style="list-style-type: none">1. The <i>WIC Card Acceptor Device Specification</i> shall provide detailed technical requirements for the card acceptor device.2. The <i>WIC Card Acceptor Device Specification</i> shall identify the manufacturer and model of the WIC card acceptor device.3. The <i>WIC Card Acceptor Device Specification</i> shall provide instructions for installing the card acceptor device software and PIN encryption key.4. The <i>WIC Card Acceptor Device Specification</i> shall provide instructions for configuring the card acceptor device for use in a local agency office.	

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B. WIC Card Acceptor Device Users Manual

1. The *WIC Card Acceptor Device Users Manual* shall provide instructions for using the WIC card acceptor device to:
 - a) Select a PIN.
 - b) Manage user identifiers, if applicable.
 - c) Configure the card acceptor device to connect to the eWIC MIS through a local area network at a local agency office, if applicable.

C. WIC Card Acceptor Device Software

1. The Contractor shall provide the State *WIC Card Acceptor Device Software* and PIN encryption keys.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards.

5.69 Weekly Status Reports

DATA ITEM DESCRIPTION	
1. DELIVERABLE NAME <i>Transition Services Weekly Status Reports</i> <i>Implementation Services Weekly Status Reports</i>	2. DELIVERABLE NUMBER 69
3. DESCRIPTION/PURPOSE <i>Weekly Status Reports</i> provide information and status on activities conducted, upcoming activities, issues and risks during the food and cash EBT transition and the eWIC EBT implementation.	
4. IS A DED REQUIRED? Yes. Refer to Contract: Exhibit A, SOW requirements.	
5. CONTENT REQUIREMENT A. Transition Services Weekly Status Reports <ol style="list-style-type: none">1. Each <i>Transition Services Weekly Status Report</i> shall identify the reporting period.2. Each <i>Transition Services Weekly Status Report</i> shall list the major accomplishments and project tasks completed during the reporting period.3. Each <i>Transition Services Weekly Status Report</i> shall describe the activities performed by the Contractor during the reporting period.4. Each <i>Transition Services Weekly Status Report</i> shall describe upcoming tasks and applicable due date for the next two reporting periods.	

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5. Each *Transition Services Weekly Status Report* shall identify critical path and key activity issues.
6. Each *Transition Services Weekly Status Report* shall provide the status of open issues, including but not limited to:
 - a) Issue description.
 - b) Date the issue was raised.
 - c) Past and current status updates.
7. Each *Transition Services Weekly Status Report* shall provide the status of open risks, including but not limited to:
 - a) Risk description.
 - b) Date the risk was identified.
 - c) Past and current status updates.

B. Implementation Services Weekly Status Reports

1. Each *Implementation Services Weekly Status Report* shall identify the reporting period.
2. Each *Implementation Services Weekly Status Report* shall list the major accomplishments and project tasks completed during the reporting period.
3. Each *Implementation Services Weekly Status Report* shall describe the activities performed by the Contractor during the reporting period.
4. Each *Implementation Services Weekly Status Report* shall describe upcoming tasks and applicable due date for the next two reporting periods.
5. Each *Implementation Services Weekly Status Report* shall identify critical path and key activity issues.
6. Each *Implementation Services Weekly Status Report* shall provide the status of open issues, including but not limited to:
 - a) Issue description.
 - b) Date the issue was raised.
 - c) Past and current status updates.
7. Each *Implementation Services Weekly Status Report* shall provide the status of open risks, including but not limited to:
 - a) Risk description.
 - b) Date the risk was identified.
 - c) Past and current status updates.

6. PREPARATION INSTRUCTIONS

Refer to Deliverables Specification Section 3, General Deliverable Standards and Contract: Exhibit A, SOW requirements.